

Exhibit C



AT&T IP Flexible Reach Enterprise Administrator Guide



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Get Started

Click the links below for step-by-step instructions on how to log in, use Premier and the AT&T IP Flexible Reach Customer Portal, and search. You'll also find information about printing help topics, a glossary of terms used, and more.

Topic	Description
Log In	Find out how to log in and get started with administrator tools.
What an Enterprise Administrator Can Do	Get an overview of the abilities and permissions an Enterprise Administrator has.
About Premier	Learn about Premier, which provides search tools and links directly to the Customer Portal.
Use Premier	Learn how to use Premier along with the Customer Portal.
Use the Customer Portal	See the Customer Portal homepage, and learn about the tools available to you there.
Search and Listing Overview	Learn how to use the search tools in the Customer Portal, and learn where to find downloadable lists of information.
What's New in the Customer Portal	Discover the new features in the Customer Portal, such as reports, account codes, authorization codes, and outbound call restrictions.
Frequently Asked Questions	Get answers to frequently asked questions about using the Customer Portal.
Glossary	Get definitions of terms used in Premier and the Customer Portal.
Support Resources	Learn about the various ways you can get help using the Customer Portal.
Print This Documentation	Learn how to print a single help topic or the entire Enterprise Administrator Customer Portal online documentation.



Log In

First-Time Login

[Log In to Premier and Access the Customer Portal](#)

[Recover Your Premier Username or Password](#)

As an Enterprise Administrator, you'll find the tools you need for managing users, groups, and group trunk groups on the AT&T IP Flexible Reach Customer Portal.

First-Time Login

To access the Customer Portal, you must first log in to Premier. If an administrator in your organization creates a Premier account for you, you'll receive an email containing Premier login information. You'll receive a second email containing your temporary password.

To activate a Premier account created for you

1. Open the confirmation or the password email (the **Login** link appears in both).
2. Click **Login**, or copy and paste the login URL into your browser. The Premier Log In page appears.
3. Enter your username and temporary password from the emails.
4. Click **Log In**.
5. Change your password and set your two Secret questions and Secret Answers. You'll also be asked to enter profile information.

Log In to Premier and Access the Customer Portal

After you've logged in to your Premier account the first time, you can access the Customer Portal. To access the Customer Portal, you must always first log in to Premier.

To log in to Premier

1. To use Premier, first log in.
2. Enter your username and password.
3. Click **Log In**. The Premier homepage appears.

Note: To recover a password, Premier now requires answers to two Secret Questions. If you entered only one Secret Question/Secret Answer when you originally registered with Premier, set up a second Secret Question/Secret Answer in your Premier profile now.

When you click **Log In**, the Update My Login Profile page appears. In the **Setup Second Security Question** window that opens, enter an additional Secret Question and Secret Answer, and then click **Continue**. (To proceed to the Premier homepage without updating your profile, click **Not Now**. You can log in three times and select **Not Now** before you must set up your second Secret Question/Secret Answer.)

Users must have two Secret Questions and Answers in their profile, but you can manage whether or not the users in your enterprise must answer a Secret Question to login. For more information, see the [Manage Two-Step Login](#) topic.



If Two-Step Login is turned on, all users in your enterprise must enter their username and password and then answer one of their secret questions in order to log in to Premier.

Note: If you have an AT&T BusinessDirect® account, you can access Premier using your BusinessDirect login if you've been provisioned for the Manage Enhanced IP Flex Features BusinessDirect application. Contact your AT&T account representative for more information.

To access the Customer Portal

In the AT&T IP Flexible Reach Quick Links tile on the Premier homepage, click View AT&T IP Flexible Reach Customer Portal home. The Customer Portal appears.

Recover Your Premier Username or Password

To recover a forgotten username or password

1. Go to the [Premier Log In](#) page.
2. To recover your username, under **Login Help**, click **Forgot your username?** Follow the instructions to recover your username.
3. To recover your password, under **Login Help**, click **Forgot your password?** Follow the instructions to reset your password.



What an Enterprise Administrator Can Do

[Manage Users](#)
[Manage Groups](#)
[Manage Departments](#)
[Manage Administrators](#)
[Manage Trunk Call Routing](#)
[Manage Group Trunk Groups](#)
[Manage Contacts](#)
[Manage Schedules](#)
[Manage Account Codes](#)
[Manage Authorization Codes](#)
[Manage Dial Restrictions](#)
[Generate and View Reports](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage many aspects of your enterprise.

Manage Users

You can manage user access to the Customer Portal and many aspects of how a user can interact with the Customer Portal. These topics provide details:

- [Search For and View Users](#)
- [Manage Access to the Customer Portal](#)
- [Edit User Profiles](#)
- [View Call Logs](#)
- [Manage Inbound Call Features](#)
- [Manage Outbound Call Features](#)
- [Manage User Schedules](#)
- [Reassign Users To and From a Trunk Call Routing Scheme](#)
- [Manage Users in Bulk](#)

Manage Groups

You can manage various aspects of groups, as well as manage the users within a group. These topics provide details:

- [Search for and View Groups](#)
- [Edit a Group Name](#)
- [Download the Group ID and Name List](#)
- [Download the Group Users List](#)
- [View and Manage Group Users](#)



- [Manage Group Schedules](#)
- [FAC Codes](#)
- [Group Settings](#)
- [Manage Users in Bulk](#)

Manage Departments

You can also manage various aspects of departments, as well as manage the users within a department. These topics provide details:

- [Create Department](#)
- [Manage Department](#)



Manage Administrators

You can find, create, manage, and delete other administrators. These topics provide details:

- [Search for and View Administrators](#)
- [Create Administrators](#)
- [Manage Administrators](#)
- [Delete Administrators](#)

Manage Trunk Call Routing

You can create, edit, and delete trunk call routing schemes. You can also assign and unassign users and group trunk groups to a trunk call routing scheme. These topics provide details:

- [Search for and View Trunk Call Routing Schemes](#)
- [Create a Trunk Call Routing Scheme](#)
- [Edit Trunk Call Routing Schemes](#)
- [Delete Trunk Call Routing Schemes](#)
- [Reassign Users To and From a Trunk Call Routing Scheme](#)
- [Assign or Unassign a Group Trunk Group to a Trunk Call Routing Scheme](#)

To manage trunk call routing, you must have the appropriate permissions. For more information, see: [About Trunk Call Routing](#)

Manage Group Trunk Groups

You can edit group trunk group profiles, view and edit associated trunk call routing, and assign a group trunk group to a trunk call routing scheme. These topics provide details:

- [Search For and View Group Trunk Groups](#)
- [View and Edit a Group Trunk Group Profile](#)
- [View and Edit Associated Trunk Call Routing Schemes](#)
- [Assign or Unassign a Group Trunk Group to a Trunk Call Routing](#)

Manage Contacts

You can edit the support email address for your enterprise. You can also add, edit, and delete enterprise contacts. These topics provide details:

- [Edit the Support Email Address](#)
- [Add, Edit, and Delete Enterprise Contacts](#)



Manage Schedules

You can create, manage, and delete schedules and events at the enterprise level, group level, and individual user level. These topics provide details:

- [Search For and View Schedules](#)
- [Create Schedules](#)
- [Edit Schedules](#)
- [Delete Schedules](#)
- [Create Events](#)
- [View, Edit, and Delete Events](#)

Manage Account Codes

Use account codes to track specific calls associated with specific accounts. You can add, edit, and delete account codes, as well as assign and unassign account code status for specific users. These topics provide details:

- [Search For and View Account Codes](#)
- [Edit a Group's Account Code Length](#)
- [Add, Edit, or Delete Account Codes](#)
- [Download a List of Account Code Users](#)
- [Assign or Unassign Users to Account Codes](#)
- [Download a List of Account Codes](#)

Manage Authorization Codes

Users required to use Authorization Codes must enter an authorization code when making a call outside their group (except for emergency or repair calls). You can add, edit, and delete authorization codes, as well as require authorization codes for specific call types for a group or an individual user. These topics provide details:

- [Search for Authorization Codes](#)
- [Add, Edit, or Delete Authorization Codes](#)
- [Download a List of Authorization Codes](#)

Manage Dial Restrictions

You can manage dial restrictions on outgoing calls for an entire group, or you can manage custom dial restrictions for individual users. These topics provide details:

- [View and Edit Group Dial Restrictions](#)
- [View and Search For Users Assigned to Group Dial Restrictions](#)
- [Download a List of Users Assigned to Group Dial Restrictions](#)



- [Assign and Unassign Users to Group Dial Restrictions](#)
- [Manage Custom User Dial Restrictions](#)



Generate and View Reports

You can generate, view, download, and delete reports on various aspects of inventory and service usage. These topics provide details:

- [Create a New Report](#)
- [Download or Delete a Report](#)



About Premier

Here's a brief overview of the AT&T Premier platform and how it relates to the AT&T IP Flexible Reach Customer Portal.

AT&T Premier is the AT&T business Web portal. To use the AT&T IP Flexible Reach Customer Portal, you must first log in to Premier. You must have a Premier account.

An administrator creates a Premier account for you, and you'll receive an email telling you that a Premier login has been created for you. You'll receive a second email containing your temporary password. For detailed instructions about activating your Premier account, see [Log In](#).

The Premier homepage has many links and features to help you manage your enterprise. To learn about the features available to you through Premier, see [Use Premier](#).



Use Premier

The Premier Homepage

Navigation

AT&T IP Flexible Reach Quick Links

Manage Groups and Users

Messages

Administrator and User Profiles

Support

To reach the AT&T IP Flexible Reach Customer Portal and other features, Enterprise Administrators must first log in to AT&T Premier. The Premier homepage has many links and features to help you manage your enterprise.

The Premier Homepage

To use Premier, first [log in](#). When you log in, the Premier homepage appears.

MANAGE SUPPORT

Welcome Jane Doe | My Login Profile

AT&T IP Flexible Reach

AT&T BusinessDirect® | Premier

Enterprise: 'Test' Co. - 0000000001

AT&T IP Flexible Reach Quick Links

AT&T IP Flexible Reach Customer Portal

View AT&T IP Flexible Reach Customer Portal home

Resources

View groups

View group trunk groups

View public numbers

Features

Select features

Downloads

Download Group Name and Group ID lists

Manage Groups and Users

Search

Group ID Enter an ID or a number Go

Advanced group search

Advanced user search

Messages

Group 000204212 - 000204212 City(212) has been added to the enterprise.

Group 000204213 - 000204213 City has been added to the enterprise.

Group 000204213 - 000204213 City has been removed from the enterprise.

View all messages

Administrator and User Profiles

Search for an Administrator

Last Name: Enter last name Go

Advanced Administrators search

Manage Administrators and Users

Add Administrators

View and manage users

Support

Need help administering your trunk call routing, groups and users, group trunk groups, Administrators, and more? Click these links for full procedures.

Use AT&T IP Flexible Reach Customer Portal

Use AT&T IP Flexible Reach Customer Portal Search

Create and Manage Administrators

About Groups

About Group Trunk Groups

About Trunk Call Routing

About Users



Navigation

From the Premier homepage, you can manage groups, see messages, and get support information, as well as easily access the Customer Portal, tools, and features.

At the top of the Premier homepage, you'll see **MANAGE** and **SUPPORT**. You can access the Customer Portal by clicking links on the **MANAGE** view of the Premier homepage.

Note: The Premier homepage opens in **MANAGE** view.

- To view a list of help topics that can get you started and help you perform tasks, click **SUPPORT**.
- To view and edit your login profile, click **My Login Profile** at the upper-right of the page.
- To exit Premier, click **Log out** at the upper-right of the page.

AT&T IP Flexible Reach Quick Links

The **AT&T IP Flexible Reach Quick Links** tile on the Premier homepage gives you direct access to the Customer Portal, where you can view and create trunk call routing schemes, view and manage groups and group trunk groups, view and edit the features list, and download a list of all your groups with ID numbers and names.

Under AT&T IP Flexible Reach Customer Portal

- To go directly to the Customer Portal, click View AT&T IP Flexible Reach Customer Portal home.

Under Trunk Call Routing

- To view a list of trunk call routing schemes, click **View trunk call routing**.
- To create a new trunk call routing scheme, click **Add trunk call routing**.

Under Directory

- To see and sort through all the groups in your enterprise, click **View groups**.
- To see and sort through all the group trunk groups in your enterprise, click **View group trunk groups**.
- To view and sort through all the phone numbers in your enterprise, click **View public numbers**.

Under Features

- To edit bulk features for groups, click **Select features**.

Under Downloads

- To download a list of all your groups in a spreadsheet-style CSV (comma-separated values) file, click **Download Group Name and Group ID list**.

Manage Groups and Users

Use the **Manage Groups and Users** tile to search for the groups and users you manage and to view a group or user's features, call logs, and profile.



To search for a group or user

1. In the **Manage Groups and Users** tile, select how you want to search.
 - To search for a group, from the **Search by** list, select **Group ID** and enter a group ID.
 - To search for a user, select **Phone Number** and enter a user phone number.
2. Click **Go**. Your results appear in the same tile, under **Results**.

To search using more search parameters

- To search for a group using more search parameters, under **Search**, click **Advanced Group Search**.
- To search for a user using more search parameters, under **Search**, click **Advanced User Search**.

To view search results

The results of your search appear under **Results**. Depending on what you searched for, the results can contain:

- A user's name.
- The user's public phone number.
- The user's extension.
- If you search for a user, you'll see the user's group name and ID. If you searched for a group, you'll see the group's name and ID.

You can find out more about a user or group by clicking the links below the search results:

- To view the group's profile, click **Profile**.
- To view the group's trunk groups, click **Group trunk group**.
- To view the group's users, click **Users**.
- To view the group's feature access codes, click **Feature Access Codes**.
- To view the user's features, click **Features**.
- To view the user's logged calls, click **Call Logs**.
- To view the user's profile, click **Profile**.

Messages

The **Messages** tile links you to your messages.

Note: The **Messages** tile appears only if you have messages waiting for you.

To view messages

Messages appear at the right of the Information icon .

- To see all your messages, in the **Messages** tile, click **View all messages**.



As an Enterprise Administrator, you can receive two types of messages. Type 1 messages have a fixed start and end date. These messages usually notify you of service interruptions and similar issues.

Type 2 messages are automated messages sent to advise you of the addition or removal of a group in your enterprise.

Administrator and User Profiles

The **Administrator and User Profiles** tile enables you to search for an administrator, view the administrator's profile, reset an administrator's password, delete an administrator, create administrators, and view and manage users.

To search for an administrator

Under **Search for an Administrator**, you can search for a particular administrator to manage.

1. In the search box, enter the administrator's last name.
2. Click **Go**. Your results appear under **Results**.
3. To search using more parameters, click **Advanced Administrator Search**.

To view search results

The results of your search for an administrator appear under **Results**, listed by last name, first name.

- To see all your search results, click **View all** at the upper-right of the **Results** section.
- To view an administrator's profile and edit permissions, click **Edit** at the right of the administrator's name.
- To reset an administrator's password, click **Reset password** at the right of the administrator's name.
- To delete an administrator, click **Delete** at the right of the administrator's name.

To manage administrators and users

Using the **Manage Administrators and Users** tile, you can create administrators, and view and manage users.

- To create a new administrator, click **Add administrators**.
- To view and manage users, click **View and manage users**.

Support

The links in the **Support** tile take you to various topics in the help system:

- [Use the AT&T IP Flexible Reach Customer Portal](#)
- [Use AT&T IP Flexible Reach Customer Portal Search](#) (Goes to Search and Listing Overview)
- [Create and Manage Administrators](#)
- [About Groups](#)



- [About Group Trunk Groups](#)
- [About Users](#)



Use the AT&T IP Flexible Reach Customer Portal

[Customer Portal](#)

[Navigation](#)

[Trunk Call Routing Search](#)

[Group Directory Search](#)

[Directory Number Search](#)

[Department Search](#)

[Quick Links](#)

[Group Name Search](#)

AT&T IP Flexible Reach is a trunking service that delivers an integrated access solution for the following environments:

- Time Division Multiplexing Private Branch Exchanges
- Internet Protocol Private Branch (IP PBX)
- Key analog systems

IP Flexible Reach can operate with the session initiation protocol (SIP), supporting inbound and outbound calling across the AT&T Internet Protocol (IP) network. It leverages the AT&T Global Multiprotocol Label Switching (MPLS) network to provide local, nationwide, and international long distance reach for U.S. sites.

AT&T provides Enhanced IP Flexible Reach Enterprise Administrators with a portal for managing functions and features.

Customer Portal

The AT&T IP Flexible Reach Customer Portal is the central place from which you can search; edit; create trunk call routing; manage groups, departments, group trunk groups and users; and more.

To access the Customer Portal, first [log in](#) to Premier.



HOME RESOURCES ADMINISTRATORS USER MANAGEMENT REPORTS

Profile Information: Enterprise Administrator

AT&T Enhanced IP Flexible Reach Dashboard

Trunk Call Routing Search

View all Trunk Call Routing

Search:

Create Trunk Call Routing

Directory Number Search

View all Users
View all Public Number Ranges

Search:

Search Range

Public Number(s): to

Extension(s): to

Quick Links

View enterprise contact

Download department list

Group Name Look-up

Enter Group ID

Download group ID/name list

Group Directory Search

View all Groups
View all Group Trunk Groups

Search:

Department Search

View all Departments
View all Enterprise Departments
View all Group Departments

Search:

Navigation

To go to a specific page where you can manage resources, administrators, or users, click a tab on the menu bar at the top of the Customer Portal.

- To manage trunk call routing, click **RESOURCES**.
- To manage administrators, click **ADMINISTRATORS**.
- To manage users, click **USER MANAGEMENT**.
- To view and create reports, click **REPORTS**.
- To go to the Premier homepage, click **Premier Home** at the upper-right of the page.
- To view your enterprise contacts, click **Contact Us**, which takes you to the Enterprise Contacts page.
- To get support, click **SUPPORT**, which takes you to the Enterprise Administrator Content Sitemap page.
- To return to the Customer Portal homepage, click **Home**.

Trunk Call Routing Search

Use the **Trunk Call Routing Search** tile on the Customer Portal Homepage to search for specific trunk groups, view the trunk call routing list, and edit and create trunk call routing schemes.

To use Trunk Call Routing Search

1. In the search box in the **Trunk Call Routing Search** tile, enter a trunk call routing name.
2. Click **Go**. Results appear on the Trunk Call Routing List page.



You can also view all trunk call routing by going directly to the [Trunk Call Routing List page](#). In the **Trunk Call Routing Search** tile, click **View all Trunk Call Routing**.

- To create a new trunk call routing scheme, click **Create Trunk Call Routing**.

Group Directory Search

Use the **Group Directory Search** tile on the Customer Portal Homepage to search for a specific group, or to view all groups or group trunk groups.

To use Group Directory Search

1. In the search box in the **Group Directory Search** tile, enter a group name.
2. Click **Go**. Results appear on the Group List page.

You can also view all groups by going directly to the Group List page.

- To view all groups in the **Group Directory Search** tile, click **View all Groups**.
- To view all group trunk groups in the **Group Directory Search** tile, click **View all Group Trunk Groups**.



Directory Number Search

Use the **Directory Number Search** tile on the Customer Portal Homepage to view all numbers, or to search for a specific public number, a range of public numbers, or a range of extensions.

To view a list of users and their numbers

- In the Directory Number Search tile, click View all Numbers.

To search for an individual number

1. In the search box in the **Directory Number Search** tile, enter a public number. (A public number is a phone number dialed from outside the enterprise that routes the call to a private branch exchange (PBX). It's commonly called simply a telephone number.)
2. Click **Go**. The results appear on the [Users List page](#).

To search for a range of public numbers

1. In the left search box in the **Directory Number Search** tile, enter a public number.
2. In the search box to the right, enter a second public number.
3. Click **Go**. The results appear on the [Users List page](#).

To search for a range of extensions

1. In the left search box in the **Directory Number Search** tile, enter an extension.
2. In the search box to the right, enter a second extension.
3. Click **Go**. The results appear on the [Users List page](#).

Department Search

Use the **Department Search** tile on the Customer Portal Homepage to view all departments or search for a specific department.

1. In the search box in the **Department Search** tile, enter a department name.
2. Click **Go**. Results appear on the Department List page.

You can also view all departments by going directly to the Department List page.

- To view all departments, in the **Department Search** tile, click **View all Departments**.
- To view all enterprise departments, in the **Department Search** tile, click **View all Enterprise Departments**.
- To view all group departments, in the **Department Search** tile, click **View all Group Departments**.

Quick Links

To get help from an enterprise contact, use the **Quick Links** tile on any page in the Customer Portal.



To get enterprise contact information

- In the **Quick Links** tile, click **View enterprise contact**. The Enterprise Contact page appears with contact details.



Group Name Search

To find a group name by searching with the group ID number, use the **Group Name Search** tile.

To search for a group name

1. In the search box in the **Group Name Search** tile, enter the group ID.
2. Click **Go**. The results appear under the search box. If no results are found, a message appears above the search box.
 - To download a CSV (comma-separated values) file listing group names and IDs, click **Download group ID/name list**.



Search and Listing Overview

[How to Use Search Tools in the Customer Portal](#)

[Standard Search Tools](#)

[Single Field Search Tools](#)

[Search from the Customer Portal Homepage](#)

[Search from the Premier Homepage](#)

[Lists You Can Download](#)

You'll find search tools throughout the AT&T IP Flexible Reach Customer Portal. Use them to find users, groups, departments, administrators, and more. You can even conduct some searches from the Premier homepage.


From the Customer Portal, you can download lists of helpful data, such as a list of all the users in a particular group or a list of all the groups in your enterprise.

How to Use Search Tools in the Customer Portal

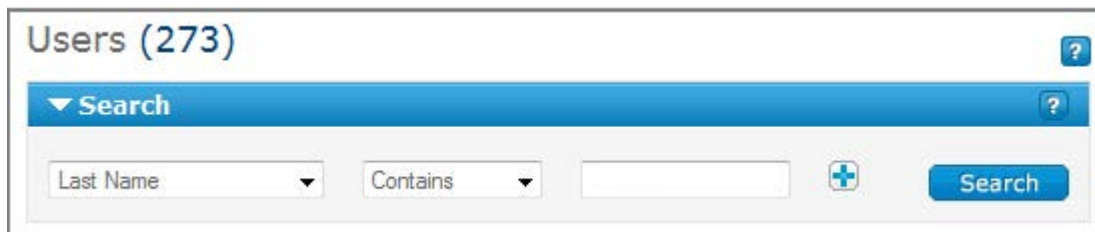
The Customer Portal provides two types of search tools: standard search tools, single field search tools.

Standard Search Tools

Standard search tools appear on most list pages throughout the Customer Portal; for example, on the [Users List page](#) and the [Group List page](#).



If a search tool isn't open, click the arrow  **Search**. The tool opens.

A standard search tool has three fields or drop-down lists.



- The left drop-down list contains a search option, such as **Last Name**, **First Name**, or **Public Number**.
- The middle drop-down list consists of search modifiers, such as **Starts With**, **Contains**, or **Equals To**.
- The field or drop-down list at the right is for your search term.



Notice the plus sign (+) or minus sign (-) to the right of each search row.

- To add rows, click the plus sign .
- To remove rows, click the minus sign .



To use a standard search tool

These are general instructions for using the Customer Portal search tools. The specifics of search tools vary between pages.

1. From the left drop-down list, select a search term.
2. From the middle drop-down list, select a search modifier.
3. In the search field at the right, enter a search value, or select a search value from the drop-down list as appropriate.
4. Click **Search**. The search results are displayed. The search result set can contain up to 1,000 records. If there are more than 1,000 records in the search results, refine your search to narrow the results.
 - To add search criteria, click the plus sign .
 - To remove search criteria, click the minus sign .

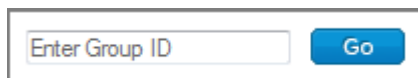
Where to Find Standard Search Tools

You can find standard search tools on the following Customer Portal pages:

- The Users list page
- The Group list page
- The Administrators list page
- The Trunk Call Routing list page
- The Group Trunk Group list page
- The Schedules list page

Single Field Search Tools

Use single field search tools when you know the exact information you're searching for, such as a group ID, a specific phone number, or a user's name.

A screenshot of a single field search tool. It consists of a text input field with the placeholder text "Enter Group ID" and a blue button labeled "Go" to its right.

To use a single field search tool in the Customer Portal

- In the **Search** field, enter a value.
- Click **Go**.

Search from the Customer Portal Homepage

From the Customer Portal homepage, you can search for trunk call routing schemes, telephone numbers, extensions, groups, group names, and departments.



Search for Trunk Call Routing Schemes

Use the **Trunk Call Routing Search** tile on the Customer Portal homepage to search for a specific trunk call routing scheme.

To search for a trunk call routing scheme

1. In the search box in the **Trunk Call Routing Search** tile, enter a trunk call routing name.
2. Click **Go**. Results appear on the Trunk Call Routing page.

From this tile you can also:

- Go directly to the Trunk Call Routing page, where you can see or manage trunk call routing. Click **View all Trunk Call Routing**.
- Go directly to the Create Trunk Call Routing page, where you can create trunk call routing schemes. Click **Create Trunk Call Routing**.

Search for Groups

Use the **Group Directory Search** tile on the Customer Portal homepage to search for specific groups by group name.

To search for a particular group

1. In the search box in the **Group Directory Search** tile, enter a group name.
2. Click **Go**. Results appear on the Group page.

From this tile you can also:

- Go directly to the [Group List page](#), where you can see, search, and edit groups. Click **View all Groups**.
- Go directly to the Group Trunk Groups page, where you can see, search, and edit group trunk groups. Click **View all Group Trunk Groups**.

Search for Departments

Use the **Department Search** tile on the Customer Portal homepage to search for specific departments by name.

To search for a particular department

1. In the search box in the **Department Search** tile, enter a department name.
2. Click **Go**. Results appear on the Department List page.

From this tile you can also:

- Go directly to the Department List page, where you can see, search, and edit groups. Click **View all Departments**.
- Go directly to the Department List page, where the Search tool is preset to search for enterprise departments. Click **View all Enterprise Departments**.



- Go directly to the Department List page, where the Search tool is preset to search for group departments. Click **View all Group Departments**.

Search for Directory Numbers and Extensions

Use the **Directory Number Search** tile on the Customer Portal homepage to view all telephone numbers, or to search for a specific public number, a range of public numbers, or a range of public numbers by extension.

To search for a specific public number

1. In the search box of the **Directory Number Search** tile, enter a public number.
2. Click **Go**. Results appear on the Users List page.

To search for a range of public numbers

1. In the left search box of the **Directory Number Search** tile, enter a public number.
2. In the search box at the right, enter a second public number that specifies the end of the search range.
3. Click **Go**. Results appear on the Users List page.

To search for a range of extensions

1. In the left search box of the **Directory Number Search** tile, enter an extension.
2. In the search box at the right, enter a second extension that specifies the end of the search range. Results appear on the User List page.
3. Click **Go**. Results appear on the User List page.

Search for Group Names

Use the **Group Name Search** tile on the Customer Portal homepage to find a group name by searching with the group ID.

To search for a group name

1. In the search box of the **Group Name Look-up** tile, enter a group ID.
2. Click **Go**. Results appear below the search box. If no results are found, a message appears above the search box.

Search from the Premier Homepage

You can search for groups, users, and administrators from the Premier homepage.

Search for Groups and Users

Use the **Manage Groups and Users** tile on the Premier homepage to search for groups by Group ID number or users by public number.



To search for groups and users

1. [Log in](#) to Premier.
2. From the **Manage Groups and Users** tile's left drop-down search list, select **Group ID** or **Public number**.
3. In the search field to the right, enter a group ID to search for a group, or enter a public number to search for an individual user.
4. Click **Go**.
 - To open the Group List page in the Customer Portal, click **Advanced group search**.
 - To open the Users List page in the Customer Portal, click **Advanced user search**.

Search for Administrators

Use the **Administrator and User Profiles** tile on the Premier homepage to search for a particular administrator.

To search for an administrator

1. [Log in](#) to Premier.
2. In the **Last Name** field of the **Administrator and User Profiles** tile, enter the last name of an administrator.
3. Click **Go**.
 - To go to the Manage Administrator Profiles page in the Customer Portal, click **Advanced Administrators search**.

Lists You Can Download

Throughout the Customer Portal, you'll find downloadable lists of helpful data. The lists are downloaded as CSV (comma-separated values) files, a type of spreadsheet.

To download a list from the Customer Portal

1. Click the list name. A File Download window opens.
2. Click **Save**. The file is downloaded to your default directory (or you can select a different directory).

Downloadable List Details

The table below gives you the link names for downloadable lists, along with a description of each list and where to find the link.



Lists you can download

List	What it contains	Where to find it
Download Group ID/name list	A list of all the group IDs and group names in your enterprise	<ul style="list-style-type: none"> The Customer Portal Homepage The Group Name Search tile on many Customer Portal pages The Premier Homepage
Download Group Users List	A list of all the users in a particular group	The Group Users tab of a Group Details page
Download Department List	A list of all the departments in the enterprise	<ul style="list-style-type: none"> The Customer Portal Homepage The Quick Links tile on many Customer Portal pages The Department List page
Download FAC Codes List	A list of the feature access codes (FACs) assigned to a particular group	The FAC Codes tab of a Group Details page
Download Assigned Users List (Optional Account Codes)	A list of users assigned the optional account codes for a particular group	On the Settings tab of a Group Details page , the Manage Optional Account Codes User List link
Download Assigned Users List (Mandatory Account Codes)	A list of users assigned the mandatory account codes for a particular group	On the Settings tab of a Group Details page , the Manage Mandatory Account Codes User List link
Download Account Codes List	A list of all the account codes for a particular group	On the Settings tab of a Group Details page , the Manage Account Codes link
Download Assigned Users List (Group Dial Restrictions)	A list of all the users assigned dial restrictions for a particular group	On the Settings tab of a Group Details page , the Assigned Group Dial Restrictions User List link
Download Users List (Custom User Dial Restrictions)	A list of all the users assigned custom dial restrictions within a particular group	On the Settings tab of a Group Details page , the Manage Custom User Dial Restrictions link
Download Authorization Codes List	A list of authorization codes for a particular group	On the Settings tab of a Group Details page , the Manage Authorization Codes link





What's New in the Enterprise Administrator Customer Portal

We've made a number of recent additions and improvements to the AT&T IP Flexible Reach Enterprise Administrator Customer Portal, giving you even more power and flexibility in managing your enterprise.

Departments

You can now administer at the department level. Besides belonging to the enterprise and to a group, users can belong to a department. A user can belong to only one department. A department can contain users from one group (a group department), or it can contain users from various groups (an enterprise department).

Enterprise and Group Administrators can create departments and Department Administrators.

Enterprise Administrators, Group Administrators, and Department Administrators can manage group departments. Only Enterprise Administrators can manage an enterprise department.

Intercept Announcement Feature

We've added the Intercept Announcement feature. When a call comes in to a specific IP Flexible Reach number, the system intercepts the call and plays an announcement instead of connecting it to the number. For example, "Our office is closed; please press zero for assistance" or "This number is no longer in service."

Enterprise Administrators and Group Administrators can set intercept announcements at the group level and for individual users. Department Administrators can set intercept announcements for individual users in their department.

New Reports

AT&T IP Flexible Reach now features three new reports:

- Feature Configuration Report – This report indicates the status of each inbound and outbound call feature for phone numbers or extensions in your enterprise.
- Trunk Call Routing Summary Report – This report provides details about one or more trunk call routing schemes.
- Trunk Call Routing Assigned Users Report – This report provides information about the trunk call routing schemes in your enterprise and each scheme's corresponding users.

Premier Login Changes

To recover a password, Premier now requires answers to two Secret Questions. If you entered only one Secret Question/Secret Answer when you originally registered with Premier, set up a second Secret Question/Secret Answer in your Premier profile now.

When you click **Log In** on the Premier Login page, the Update My Login Profile page appears. In the **Setup Second Security Question** window that opens, enter an additional Secret Question and Secret Answer, and then click **Continue**. (To proceed to the Premier homepage without updating your profile, click **Not**



Now. You can log in three times and select **Not Now** before you must set up your second Secret Question/Secret Answer.)



Frequently Asked Questions

[Questions about Getting Started](#)
[User Management Questions](#)
[Group Management Questions](#)
[Department Management Questions](#)
[Group Trunk Group Questions](#)
[Trunk Call Routing Questions](#)
[Administrator Management Questions](#)
[Enterprise Contact Questions](#)
[Schedule Questions](#)
[Account Code Questions](#)
[Authorization Code Questions](#)
[Dial Restriction Questions](#)
[Reports Questions](#)
[General Questions](#)
[Basic Information about the Customer Portal](#)

Here you'll find the answers to commonly asked questions about using the AT&T IP Flexible Reach Customer Portal.

Questions about Getting Started

What is AT&T IP Flexible Reach?

AT&T IP Flexible Reach is a trunking service that delivers an integrated access solution for the following environments:

- Time division multiplexing private branch exchanges (TDM PBXs)
- Internet protocol private branch exchanges (IP PBXs)
- Key analog systems

IP Flexible Reach can operate with the Session Initiation Protocol (SIP), supporting inbound and outbound calling across the AT&T IP network. It takes advantage of the AT&T Global Multiprotocol Label Switching (MPLS) network to provide local, nationwide, and international long distance reach for U.S. sites.

AT&T has provided a set of features to be used with AT&T IP Flexible Reach called the Enhanced Features package. The AT&T IP Flexible Reach Customer Portal is included with the Enhanced Features package, and allows administrators and end users to self-manage their IP Flexible Reach Enhanced Features from any internet connection.

For more information, see: [Use the Customer Portal](#)

Can I skip the Premier homepage and go straight to the Customer Portal?

No. To reach the Customer Portal, you must first log in to Premier. To manage your enterprise, you can then use the links and features on the Premier homepage.



(You can also go directly to the Customer Portal by clicking **View AT&T IP Flexible Reach Customer Portal.**) view of the Premier homepage, you'll find Quick Links that enable you to:

- View trunk call routing schemes.
- Add a trunk call routing scheme.
- View groups.
- View group trunk groups.
- View public numbers.

For more information, see: [Use Premier](#)

Can I print this help documentation?

Yes. You can print a single help topic, or you can print the entire Enterprise Administrator Guide.

For more information, see: [Print This Documentation](#)

Where can I find out about the new features in this version of the Customer Portal?

[What's New in the Customer Portal](#) outlines the latest features of the Customer Portal.

User Management Questions

Why is the User Management page blank when there are users in the Customer Portal?

If there are more than 1,000 users in the enterprise you have to use the search function to narrow the list of users.

For more information, see [Search for and View Users](#).

Can I give individual users access to Customer Portal tools?

Yes. As an Enterprise Administrator, you can grant and revoke permissions that allow users to manage some of their own features.

For more information, see: [Manage User Access to the Customer Portal](#)

What elements of a user's identity can I manage through the Customer Portal?

The user's identity consists of the user's name, public phone number, private phone number, time zone, and email address. Using the Customer Portal, you can edit the user's name and time zone.

To manage user profiles, open the Customer Portal. Click the **USER MANAGEMENT** tab, and then click the name of the user you want to manage.

For more information, see: [Edit User Profiles](#)



When I create a new user account, the user's ID appears in generic form in the Customer Portal. Can I change that?

Yes. The generic **First Last name** (for example, **User, 7775201332**) that appears on the **Profile** tab of the Customer Portal is generated by the system when the phone number is provisioned. As an Enterprise Administrator, you can change the generic name by editing the user's profile.

A user may contact you requesting such a change. For instructions on changing a user's name in the Customer Portal, see [Edit User Profiles](#). Note that changing a user's name in the Customer Portal doesn't change how the user's name appears in Premier.

Users can edit their own names in Premier, but not on the **Profile** tab of the Customer Portal. Only Administrators can edit the name on the **Profile** tab.

When users edit their names in Premier, the edited name appears in the Customer Portal's **Welcome** banner but not on the **Profile** tab.

For more information, see: [Edit User Profiles](#)

Do I have to manage call features one user at a time?

No. As an Enterprise Administrator for the Customer Portal, you can manage the call features available to a group's users together, in bulk, up to 1,000 users at a time. If you have only a few users to manage, edit the users' features individually. The Bulk Management tool works best when you're managing more than a handful of users at one time.

For more information, see: [Manage Users in Bulk](#)

What if I want to manage features in bulk for more than 1,000 users at a time?

You can manage features in bulk for users within a particular group, up to 1,000 users at a time. If your group has more than 1,000 users, first download the Group Users list. Next, edit features for the first 1,000 users, and then edit features for the next set of users, up to 1,000 users at a time, and so on.

For more information, see: [Manage Users in Bulk](#)

Can I track staff performance through call logs?

Yes. As an Enterprise Administrator for the Customer Portal, you can view logged calls for individual users in your groups. This information can help you track staff performance and plan shifts in resources. Users can also view details for their own call logs.

For more information, see: [View Call Logs](#)

Can I reassign users from one trunk call routing scheme to another?

Yes. From the Customer Portal, you can easily reassign users to and from a trunk call routing scheme.

For more information, see: [Reassign Users to and from a Trunk Call Routing Scheme](#)



Can I manage inbound call features for a user?

Yes. You can grant or deny a user access to inbound call features such as Call Rejection and Call Forwarding. You can also manage selective criteria within a call feature to set the behavior of the feature for that user.

For more information, see: [Manage Inbound Call Features](#)

Can I manage calling codes and dial restrictions for a user?

Yes. Using dial restrictions, you can block or allow certain types of calls, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls. You can manage dial restrictions at an individual user level and at a group level.

For more information, see: [Manage Outbound Call Features](#)

Can I manage a user's schedules?

Yes. As an Enterprise Administrator, you can create, edit, and delete schedules for users, as well as for groups and for your entire enterprise.

For more information, see: [Manage User Schedules](#)

Can I manage a user's Calling Line ID?

Yes. As an Enterprise Administrator for the Customer Portal, you can manage a user's Calling Line ID from a user's **Profile** tab.

For more information, see [Manage User Profiles](#).

Group Management Questions

What tools are available for managing groups in the Customer Portal?

From the Customer Portal, you can search for the group you want to manage, and then you can change the group name.

For more information, see: [Edit a Group Name](#)

Can I download a complete list of group names and IDs for my enterprise?

Yes. From the Customer Portal homepage, you can download the group ID and name list as a comma-separated values (CSV) file, and then open it as a spreadsheet.

For more information, see:

- [Use the Customer Portal](#)
- [Download the Group Name and ID List](#)

Can I download a list of users for a particular group?

Yes. From a Group Details page, you can download a list of the group's users.



For more information, see:

- [Group Details Page](#)
- [Download the Group Users List](#)

Can I manage calling codes and dial restrictions for a whole group?

Yes. You can manage authorization codes, account codes, and dial restrictions at a group level. Using dial restrictions, you can block or allow certain types of call, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls.

For more information, see: [Manage Group Settings](#)

Can I manage users in bulk for more than one group at a time?

No. You can manage features in bulk for users in one group, up to 1,000 users at once.

For more information, see: [Manage Users in Bulk](#)

Is it possible to change a group name?

Yes. You can edit a group's name from the Group Details page.

For more information, see:

- [Group Details page](#)
- [Edit a Group Name](#)

Can I manage schedules for an entire group?

Yes. As an Enterprise Administrator, you can manage schedules at the Enterprise, Group, and User levels.

For more information, see: [Manage Group Schedules](#)

What is a FAC code (feature access code) and how does it work?

A feature access code (FAC code) is the key sequence you press on a phone to perform a function. For example, if the Anonymous Call Rejection Activation feature is set to *77, you press ***77** on the phone to activate that feature. Feature access codes are also called star (*) codes and pound (#) codes.

As an Enterprise Administrator, you can use the Customer Portal to manage FAC codes for your groups. When you change a FAC code for a group, you change the code for every user in that group.

For more information, see: [Group Feature Access Codes \(FACs\)](#)

Can I edit feature access codes (FAC codes) for a group?

Yes. You can edit feature access code numbers and descriptions for a group.

For more information, see: [Group Feature Access Codes \(FACs\)](#)

Department Management Questions



What is the difference between an Enterprise Department and a Group Department?

A department is a subdivision of a group or enterprise to which users can be assigned. An Enterprise Department can include any user in the enterprise. A Group Department can include users from a single group.

For more information, see [About Departments](#).

Group Trunk Group Questions

What tools are available for managing group trunk groups in the Customer Portal?

From the Customer Portal, you can search for a group trunk group, view a complete list of group trunk groups, edit group trunk group profiles, and manage associated trunk call routing schemes.

For more information, see:

- [View and Edit Group Trunk Groups](#)
- [View and Edit Associated Trunk Call Routing](#)

Is it possible to edit a group trunk group's name?

No. The group trunk group name is set by the system and can't be edited.

What aspects of a group trunk group can I edit?

- You can edit the following aspects of a group trunk group:
- Number of incoming concurrent calls
- Number of outgoing concurrent calls
- Destination for unreachable calls
- The Forward Always action

For more information, see: [View and Edit a Group Trunk Group Profile](#)

Can I edit the trunk call routing associated with this group trunk group?

Yes. You can edit some aspects of a group trunk group's associated trunk call routing.

For more information, see: [View and Edit a Group Trunk Group Profile](#)

What is Trunk Burst and how does it work?

Bursting and sharing is functionality that allows for calls that go beyond the maximum number allowed on the trunk to borrow call capacity from another group trunk group within your enterprise.



The maximum group trunk group burst can't exceed 20% of a group trunk group's maximum concurrent call limit. Bursting and sharing is initially set to false and is managed by AT&T. If your enterprise wants to utilize or make changes to this functionality, contact your AT&T account representative.

The Trunk Burst setting on a group trunk group indicates whether your Enterprise is using this functionality or not. The setting is either true or false.

For more information, see: [About Trunk Burst](#)

Trunk Call Routing Questions

What tools does the Customer Portal give me to manage trunk call routing schemes?

The Customer Portal's Trunk Call Routing page is the main management tool for managing trunk call routing schemes. From there you can:

- See all trunk call routing schemes.
- Search for a specific scheme.
- View trunk call routing details.
- See the group trunk groups assigned to a trunk call routing scheme.
- Open tools for creating, editing, and deleting trunk call routing schemes.

Note: The ability to edit a trunk call routing scheme is permission-based. You may or may not have permission to edit trunk call routing schemes within your enterprise, based on how your enterprise was set up. You've been granted one of the following permission levels:

- **View Only**—You can view but not edit trunk call routing schemes.
- **View and Edit**—You can view and edit trunk call routing schemes.
- **Hidden**—You can't view trunk call routing.

If you want to make changes to trunk call routing but you don't have the proper permission, contact your AT&T account representative.

For more information, see: [Edit Trunk Call Routing Schemes](#)

How do I add and remove users to and from a trunk call routing scheme?

From the Customer Portal, you can reassign users to and from a trunk call routing scheme.

For more information, see: [Reassign Users to and from a Trunk Call Routing Scheme](#)

Can I assign and unassign group trunk groups to a trunk call routing scheme?

Yes. You can assign and unassign group trunk groups from an individual Trunk Call Routing page.

For more information, see: [Assign and Unassign Group Trunk Groups to a Trunk Call Routing Scheme](#)

Administrator Management Questions



Can I create new administrators?

Yes. As an Enterprise Administrator for the Customer Portal, you can create other Enterprise Administrators who will be at your level in the IP Flexible Reach hierarchy. The Enterprise Administrators you create can then manage their own profiles and permissions. You can also create and manage Group Administrators.

For more information, see: [Create an Administrator](#)

Can I edit an administrator's permissions?

Yes. You can grant an administrator the same level of permissions that you have. You can promote a user to a Group Administrator or Enterprise Administrator, and you can promote a Group Administrator to an Enterprise Administrator.

For more information, see: [Manage an Administrator](#)

Can I delete an administrator?

Yes, if you have the appropriate permission. You can delete an administrator, but that doesn't remove that person as a user from your enterprise.

For more information, see:

- [Delete an Administrator](#)
- [About Administrators](#)

Enterprise Contact Questions

Can I create enterprise contacts?

Yes. As an Enterprise Administrator for the Customer Portal, you can designate as many as three people as support contacts for users. You can add, delete, and edit enterprise contact information.

For more information, see: [Add, Edit, and Delete Contacts](#)

Can I edit the support email for my enterprise?

Yes. You can update the enterprise email whenever you need to.

For more information, see: [Edit the Support Email](#)



Schedule Questions

Can I create schedules at any level?

Yes. You can create schedules at the Enterprise, Group, and User levels.

For more information, see: [Create a Schedule](#)

Can I edit or delete any schedule?

Yes, you can edit or delete any schedule in your enterprise.

For more information, see:

- [Edit a Schedule](#)
- [Delete a Schedule](#)

What is the difference between a Holiday schedule and a Time schedule?

A Holiday schedule is generally used only for holidays. A Time schedule is used for scheduling all other types of events.

For more information, see: [About Schedules and Events](#)

Can I create, edit, and delete events within an existing schedule?

Yes. You can manage events in any schedule in your enterprise.

For more information, see:

- [Create an Event](#)
- [View, Edit, or Delete Events](#)

What happens if I create a schedule without an event?

You can create a schedule with no events and assign users to it. The schedule will appear in the user's Schedules list, but the user will receive no notifications until you add one or more events.

For more information, see: [About Schedules and Events](#)

Account Code Questions

What are account codes used for?

Account codes are used to track specific calls associated with certain accounts. As an Enterprise Administrator, you can create and edit account codes.

For more information, see: [About Account Codes](#)



What's the difference between mandatory and optional account code status?

Users assigned to the Mandatory Account Code status must enter an account code when making all calls outside their group.

Users assigned to the Optional Account Code status can enter an optional account code when making a call outside their group, but it's not required.

For more information, see: [About Account Codes](#)

Can I apply account codes to my entire enterprise?

No. Account codes are applied at the group level. You can create account codes for every group in your enterprise, one group at a time. You can also use the bulk management tool to apply account codes to up to 1,000 users at a time.

For more information, see:

- [About Account Codes](#)
- [Manage Users in Bulk](#)

Are a group's users assigned to an account code status by default?

No. You can assign users to a group's account codes in bulk or individually.

For more information, see: [Assign or Unassign Users to Account Codes](#)

Can I edit the account codes for a group?

Yes. You can edit account code length, and you can add, edit, and delete account codes for a particular group.

Caution: Changing a group's account code length setting causes all current account codes to be deleted.

For more information, see:

- [Edit Account Code Length](#)
- [Add, Edit, or Delete Account Codes](#)

Can I download a list of account codes?

Yes. You can download a list of a group's account codes from the **Settings** tab of an Group Details page in the Customer Portal.

For more information, see:

- [Group Details Page](#)
- [Download a List of Account Codes](#)



Can I download a list of account code users?

Yes. You can download a list of group users assigned to mandatory account codes or optional account codes from the **Settings** tab of a Group Details page in the Customer Portal.

For more information, see:

- [Group Details Page](#)
- [Download a List of Account Code Users](#)

Can I use account codes and authorization codes at the same time?

Yes, you can assign a user to both authorization and account codes. Note that authorization codes always take precedence over account codes. Authorization codes are permission-based; they authorize the user to place calls to certain types of phone numbers, such as international or toll-free numbers, that would otherwise not be allowed. Account codes are used to track the calls placed by the user in association with a particular account. If a call requires an authorization code, and the user is assigned to the mandatory account code service, the user must enter both an authorization code and an account code when placing a call. If the user is assigned to the optional account code service, just the authorization code is required.

For more information, see:

- [About Account Codes](#)
- [About Authorization Codes](#)

Authorization Code Questions

What are authorization codes used for?

Authorization codes are used for outbound call management. If authorization codes have been provisioned for a group, the group users must enter their authorization code when making a call (except for emergency or repair calls) outside the group.

For more information, see: [About Authorization Codes](#)

Are a group's users assigned to authorization codes by default?

Yes. If authorization codes have been provisioned for a group, all group users must use the authorization codes.

For more information, see: [About Authorization Codes](#)

Can I manage authorization codes for my entire enterprise?

No. Authorization codes are applied at the group level. You can create authorization codes for every group in your enterprise, one at a time. You can also use the bulk management tool to apply authorization codes to up to 1,000 users at a time.

For more information, see:

- [About Authorization Codes](#)



- [Manage Users in Bulk](#)

Can I edit the authorization codes for a group?

Yes. You can create, edit, and delete authorization codes for any group.

For more information, see: [Add, Edit, or Delete Authorization Codes](#)

Can I download a list of authorization codes?

Yes. You can download a list of authorization codes from the **Settings** tab of an Group Details page.

For more information, see:

- [Group Details Page](#)
- [Download a List of Authorization Codes](#)

Can I use authorization codes and account codes at the same time?

Yes, you can assign a user to both authorization and account codes. Note that authorization codes always take precedence over account codes. Authorization codes are permission-based; they authorize the user to place calls to certain types of phone numbers, such as international or toll-free numbers, that would otherwise not be allowed. Account codes are used to track the calls placed by the user in association with a particular account. If a call requires an authorization code, and the user is assigned to the mandatory account code service, the user must enter both an authorization code and an account code when placing a call. If the user is assigned to the optional account code service, just the authorization code is required.

For more information, see:

- [About Account Codes](#)
- [About Authorization Codes](#)

Dial Restriction Questions

What are dial restrictions, and how do they work?

Dial restrictions are limits that you can put on a group's outgoing calls. You can also set custom dial restrictions for individuals.

Using dial restrictions, you can block or allow certain types of calls, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls.

For more information, see: [About Dial Restrictions](#)

Can I set dial restrictions for my entire enterprise?

No. Dial restrictions are applied at the group level. You can create dial restrictions for every group in your enterprise, one at a time. You can also use the bulk management tool to apply dial restrictions to up to 1,000 users at a time.

For more information, see:



- [About Dial Restrictions](#)
- [Manage Users in Bulk](#)

Can I set and edit dial restrictions for a group?

Yes. You can view and edit group dial restrictions from the **Settings** tab on a Group Details page in the Customer Portal.

For more information, see:

- [Group Details page](#)
- [View and Edit Group Dial Restrictions](#)

Are users assigned to group dial restrictions by default?

No. As an Enterprise Administrator, you can assign users to group dial restrictions.

For more information, see: [Assign Users to Group Dial Restrictions](#)

Can I set dial restrictions for individual users?

Yes. You can view and edit individual user dial restrictions from the **Outbound Features** tab of a User Details page in the Customer Portal.

For more information, see:

- [User Details Page](#)
- [Manage Custom User Dial Restrictions](#)

Can I download a list of users assigned to dial restrictions?

Yes. You can download a list of users assigned to a particular group's dial restrictions. This can be helpful when you're editing dial restrictions for multiple users at once.

For more information see: [Download a List of Users Assigned to Group Dial Restrictions](#)

Reports Questions

What kind of reports can I generate?

You can generate two categories of reports: Inventory and Service Usage reports. You can generate various types of reports under each category.

- Inventory reports provide details about user, group, and group trunk group settings.
- Service Usage reports provide details about feature usage, such as for account codes and call transfers/forwards.

For more information, see: [About Reports](#)




I generated a report, but I don't see it anywhere. Why not?

Once you've generated a reports, the completed report is shown on the **Enterprise Reports** tab on the Reports page in the Customer Portal. If your report isn't shown there, check this tab again later.


For more information, see: [About Reports](#)

Can I download the reports I generate?

Yes. Once you've generated a reports, the completed report is shown on the **Enterprise Reports** tab on the Reports page, click the **Download** icon  next to the report you want to download.

For more information, see: [Download or Delete a Report](#)

Can I delete a report when I'm done with it?

Yes. Once you've generated a reports, the completed report is shown on the **Enterprise Reports** tab on the Reports page in the Customer Portal. When you're done with a report, you can delete it by clicking the Delete icon  next to the report you want to remove.

For more information, see: [Download or Delete a Report](#)

General Questions

What is a CSV file?

A comma-separated values (CSV) file is a type of spreadsheet. When you download a list or template from the Customer Portal, it is downloaded as a CSV file. You can edit a CSV file in Excel® or another spreadsheet editor.

I have a problem and the solution isn't covered in the Customer Portal help documentation. Where can I go for support?

If you have a question that's not answered by reading and printing help topics, you can get additional support from an enterprise contact. In the Customer Portal, click **View enterprise contacts** to get information about how to request help via email or phone.

You can also search for another Enterprise Administrator, or view enterprise contacts.

We also provide fee-based training about using the Customer Portal. For details, contact your AT&T sales representative.

For more information, see:

- [Support Resources](#)
- [Search for and View Administrators](#)
- [Administrator List Page](#)
- [About Contacts](#)

Basic Information about the Customer Portal



The following help topics provide you with basic information about using the Customer Portal.

- [Log In](#)
- [What an Enterprise Administrator Can Do](#)
- [About Premier](#)
- [Use Premier](#)
- [Use the Customer Portal](#)
- [Search and Listing Overview](#)
- [What's New in the Customer Portal](#)
- [Glossary](#)
- [Support Resources](#)
- [Print This Documentation](#)



Glossary

% Allocation

A trunk call routing (link to About TCR topic) algorithm that enables you to assign a percentage of the incoming calls to each group trunk group (Link to About GTGs topic) in the trunk call routing scheme. The sum of all allocations must be 100.

account code

A feature that enables you to track specific calls associated with certain accounts. As an Enterprise Administrator, you assign [account codes](#) to specific types of calls.

There are two kinds of account codes: [mandatory account codes](#) and [optional account codes](#).

algorithms

Settings that govern how calls flow through a [trunk call routing scheme](#). The AT&T IP Flexible Reach Customer Portal provides four algorithms: [Most Idle](#), [% Allocation](#), [Round Robin](#), and [Linear](#).

anonymous call rejection

The Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID attached.

assign

To add an element (such as a user) to a group, group trunk group, or trunk call routing scheme.

authorization code

A feature that enables you to manage outbound calls. As an Enterprise Administrator, you can create and provision [authorization codes](#) for different types of outgoing calls. Users must enter the specified authorization code when making a call (except for emergency or repair calls) outside their group.

bulk management tool

The bulk management tool enables administrators to assign options or features to multiple users within a group, up to 1,000 users at a time.

call acceptance

The Call Acceptance feature enables a user to define criteria that permit certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.



call forwarding – always

The Call Forwarding – Always feature enables a user to redirect all incoming calls to another phone number.

call forwarding – busy

The Call Forwarding – Busy feature enables a user to redirect calls to another number when an incoming call encounters a busy condition.

call forwarding – no answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another number when an incoming call isn't answered within a specified number of rings.

call forwarding – not reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls are redirected when the user's IP Flexible Reach telephone number is unreachable.

call forwarding – selective

The Call Forwarding – Selective feature enables a user to define criteria that redirect certain incoming calls to another number.

call rejection

The Call Rejection feature enables a user to define criteria that reject certain incoming calls.

calling line ID

The Calling Line ID setting allows you to customize the number that will appear on a call recipient's caller ID when the user makes an outbound call. Use this feature to mask a user's public number with your company's customer support number when the user calls your customers.

Capacity Management

In a [trunk call routing scheme](#), the setting that controls the maximum number of concurrent incoming and outgoing calls.

CSV file

A comma-separated values file, which stores table data in plain-text form, allowing for easy handling in any text-editing program. You open CSV files in spreadsheets. Files that you download from the Customer Portal, such as a [Group ID and Name list](#) or a [Group Users list](#), are downloaded as CSV files.



department

A department is a subdivision of a group or enterprise to which users can be assigned. An **Enterprise Department** can include any user in the enterprise. A **Group Department** can include users from a single group.

department administrator

The administrator class that ranks third in the AT&T IP Flexible Reach administrator hierarchy. Department Administrators manage users within a group department. Enterprise Administrators manage departments that span more than one group.

dial plan type

A setting in a group profile that represents the AT&T service plan purchased. Possible settings are **Public Only**, **Private Only**, or **Public & Private**.

dial restriction

A limit that you can impose to manage a group's outgoing calls. You can also set custom [dial restrictions](#), for individuals.

enterprise

The complete AT&T IP Flexible Reach setup, including all users, groups, group trunk groups, and trunk call routing schemes, along with the phone lines.

enterprise administrator

The administrator class at the top of the AT&T IP Flexible Reach administrator hierarchy. Enterprise Administrators manage group trunk groups, trunk call routing schemes, Group Administrators, Department Administrators, and users.

enterprise contact

A [person you can contact](#) for advice and assistance with the Customer Portal and your enterprise.

enterprise ID

A 10-digit number that identifies an AT&T IP Flexible Reach enterprise.

FAC (feature access code)

The key sequence a user presses on a phone to perform a function. For example, if the Anonymous Call Rejection Activation feature is set to *77, users press ***77** to activate that feature on their phones. [FACs](#) are also called star (*) or pound (#) codes.



forward always action for a group trunk group

When Forward Always Action is set, any calls that normally use the group trunk group are forwarded to a location set by the administrator.

group

A set of users who share certain things in common—most notably, the [group trunk group](#) used to access their site or location. A [group](#) has these attributes:

- A unique location dialing code
- A single extension length
- A set of assigned phone numbers
- A set of users assigned to those phone numbers
- A unique numeric identifier (group ID) and name (group name)

group administrator

The administrator class that ranks second in the AT&T IP Flexible Reach administrator hierarchy. Group Administrators manage group trunk groups and users.

group ID

The number that represents a particular group. You can look up groups by name or ID.

group name

The name of a particular group. You can look up groups by name or ID.

group trunk group

The path a call takes between AT&T IP Flexible Reach and the organization's private branch exchange (PBX), and ultimately the user. The [group trunk group](#) has a set maximum number of calls, incoming and outgoing, that it can handle simultaneously.

GTG

An abbreviation for group trunk group.

inbound call features

Call features that enable users to manage calls they receive in various ways. For example, the Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID. The Call Forwarding features enable a user to automatically forward calls to a different number.

As part of managing user access to the AT&T IP Flexible Reach Customer Portal, you assign users rights to use individual [inbound call features](#).



initial event

An event in a [schedule](#) of any level that acts as the template for any recurrences of that event. An initial event can occur only once, or you can set it to recur on a daily, weekly, monthly, or yearly interval.

intercept announcement

Intercept Announcement plays an announcement when the user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. These announcements can also provide call routing options.

linear

A [trunk call routing](#) algorithm. With the Linear algorithm, you set the order in which [group trunk groups](#) receive traffic. If the first group trunk group isn't available or has reached its capacity for concurrent calls, AT&T IP Flexible Reach then routes traffic to the next group trunk group in the trunk call routing scheme, and so on.

load distribution

How the load of incoming calls is distributed throughout available [group trunk groups](#). See [Trunk Call Routing](#).

location code

A code number for a private branch exchange (PBX). The location code plus the user extension form the private phone number.

mandatory account code status

Users with the [Mandatory Account Code status](#) are prompted to enter a required account code when making a call (except for emergency and repair calls) outside the group. See [Optional Account Code Status](#).

max DID policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

maximum concurrent calls

A [group trunk group](#) setting that sets the number of simultaneous calls that can be handled at one time. The incoming and outgoing concurrent call values must be less than or equal to the value set for Maximum Concurrent Calls.

most idle

A [trunk call routing](#) algorithm that enables you to route calls to the least-used [group trunk group](#) in the multiple trunk group arrangement.



multiprotocol label switching (MPLS)

A technology that speeds up and simplifies data transmission in high-performance telecommunications networks. Multiprotocol Label Switching (MPLS) works by substituting short path labels for long network addresses as it moves data along a string of network nodes. MPLS can be used with any networking protocol, and it supports T1/E1, ATM, Frame Relay, and DSL, among other technologies.

optional account code status

Users with the [Optional Account Code](#) service can enter an account code when making a call outside the group, but it isn't required. See [Mandatory Account Code](#).

outbound call features

Features that affect the way an outgoing call is placed. Account codes, authorization codes, and dial restrictions are all [outbound call features](#).

PBX

Private branch exchange (PBX), a subscriber-owned telecommunications exchange (private telephone switchboard) that usually includes access to the public switched telephone network. It provides on-premises dialing service and may provide connections to local and trunked communications networks.

Premier

The one-stop, customizable online site where business customers, large and small, can learn about, purchase, monitor, and manage wireless, Voice over IP, and related products and services. To administer the AT&T IP Flexible Reach Customer Portal, you must first [log in](#) to [Premier](#).

private number

A phone number to be used within an enterprise. It routes the call from the private branch exchange (PBX) to the individual user. Commonly called an extension.

public number

A phone number dialed from outside the enterprise that routes the call to a private branch exchange (PBX). Commonly called a phone number.

recurring event

Any event in a schedule that's repeated. You can set recurring events to recur on a daily, weekly, monthly, or yearly interval.

redirecting party

The phone number that directs an incoming call to a different number.



re-routes

The number of times a call can be re-routed within a [trunk call routing scheme](#) before it's terminated or forwarded. The maximum number of possible re-routes is 10.

round robin

A [trunk call routing](#) algorithm. Like the Linear algorithm, the Round Robin algorithm selects resources in sequence. But the Round Robin algorithm has an added feature: Instead of waiting for one [group trunk group](#) to reach capacity before it directs calls to the next, the Round Robin algorithm balances the call volume evenly across all group trunk groups.

route exhaust

In a [trunk call routing scheme](#), the setting that specifies how calls are handled when they exceed a set maximum number of re-routes.

schedules

Schedules consist of one or more events. For example, a single holiday schedule might contain events for holidays such as Thanksgiving and the 4th of July.

The events that are added to a schedule determine when specific features are applied to a user's incoming calls. The features that can be controlled through schedules are **Call Acceptance**, **Call Rejection**, **Call Forwarding – Selective**, **Sequential Ring**, and **Simultaneous Ring**.

scheme

A complete [trunk call routing](#) design.

selective criteria

Settings within an [inbound call feature](#) that you can use to customize the way that the feature works. As an Enterprise Administrator, you can set selective criteria for a user, or you can allow users to set selective criteria for themselves.

sequential ring

The Sequential Ring feature enables you to define a “find-me” list of phone numbers that are alerted sequentially when incoming calls match a user's specified criteria. (If the user can't be reached at the first number, the service tries the second number. If the user can't be reached at the second number, the service tries the third number, and so on.)

session initiation protocol (SIP)

A signaling used to control sessions with one or more participants. The Session Initial Protocol (SIP) is used for Internet phone calls and multimedia transmission.



simultaneous ring

The Simultaneous Ring feature enables a user to have up to 10 phone numbers ring simultaneously when calls are received on the user's IP Flexible Reach phone number. The first phone to be answered is connected.

TCR

An abbreviation for trunk call routing scheme.

tile

A section of a webpage that contains links or information about a particular function or action.

trunk call routing scheme

In an AT&T IP Flexible Reach enterprise, the mechanism used to route calls across distinct routes. Each distinct route is called a [group trunk group](#). When you bundle these routes for traffic management, you create a [trunk call routing scheme](#).

unassign

To remove an element (such as a user or a group trunk group) from a group, group trunk group, or trunk call routing scheme.

unreachable destination

When an incoming call can't be routed successfully because this group trunk group is at capacity (i.e., the maximum concurrent call limit has been exceeded) or is unreachable for other reasons, the Unreachable Destination action is applied. Options are:

- **None:** No Unreachable Destination action is applied when incoming calls can't be routed.
- **Phone Number:** The phone number to which incoming calls should be forwarded when the destination is unreachable. The phone number can be public, private, or international.
- **Group Trunk Group:** The group trunk group to which incoming calls should be routed when the destination is unreachable.

unreachable destination timer

When an incoming call can't be routed successfully over this group trunk group within the specified number of seconds, the Unreachable Destination action is invoked.

user portal access

The User Portal Access setting allows you to request portal access for a user in your enterprise. When you request portal access for a user, an email is sent to the email address of that user so they can set up their portal account. You can also revoke access for users in your enterprise.




Support Resources


[Quick Help Icons](#)
[Information Icons](#)
[Enterprise Contacts](#)
[Other Administrators](#)
[Help System Site Maps](#)
[Printable User Guides](#)
[Fee-Based Training](#)

In addition to this help information, there are a number of other places you can find support with using the AT&T IP Flexible Reach Customer Portal.

Quick Help Icons

When you're using the Customer Portal, click any Quick Help icon  for an explanation of what's on the page and how it works.

Information Icons

When you're using the Customer Portal, roll your mouse over any Information icon  for a definition or explanation.

Enterprise Contacts

Other contacts in your enterprise may be able to assist you.

To find enterprise contacts

- Open the Customer Portal and click **RESOURCES** in the menu bar, and then click **Enterprise** immediately below.

Other Administrators

Other administrators may be able to assist you.

To find other administrators

1. Open the Customer Portal and click **ADMINISTRATORS** in the menu bar. The [Administrators List page](#) appears.
2. Search or browse for administrators.
3. To see an administrator's contact information, click the first or last name.

Help System Site Maps

To easily navigate through this help system, you can go directly to the system site maps.

- [Enterprise Administrator help system site map](#)



- [Group Administrator help system site map](#)
- [Department Administrator help system site map](#)
- [End User help system site map](#)

Printable User Guides

You can print all the Enterprise Administrator help topics as a single PDF file. You can also print the Group Administrator and End User help topics.

- [Enterprise Administrator Guide](#)
- [Group Administrator Guide](#)
- [Department Administrator Guide](#)
- [End User Guide](#)

Fee-based Training

We also provide fee-based training about using the Customer Portal. For details, contact your AT&T sales representative.



Print This Documentation

You can print this AT&T IP Flexible Reach documentation. Print a single help topic, or print the Enterprise Administrator Guide as a single PDF file. The Enterprise Administrator Guide is a PDF document that contains all the content of the Enterprise Administrator online help topics.

To print a single help topic

1. Open a help topic.
2. At the top of the help page, click **Printer Friendly Version**. A printer-friendly version of the document opens.
3. At the top of the printer-friendly page, click **Print**. A Print window opens.
4. From the Print window, adjust the print settings.
5. At the bottom of the Print window, click **Print**.

To print the Enterprise Administrator Guide

To open the document, you must have PDF-reading software, such as Adobe® Reader 9 (or later), Nitro Reader, or Foxit® Reader, installed.

1. From the Enterprise Administrator website sitemap, click **Enterprise Administrator Guide**. The Guide opens in your PDF-reading software.
2. Follow your PDF-reading software's commands for printing the document.



Manage Users

Click the links below to learn how to manage the users in your groups. Manage user profiles, call features, schedules, and more.

Topic	Description
About Users	Learn about users and about their relationship to groups and trunk call routing.
Manage Premier User Profiles	Learn how to edit a user's Premier profile information.
Manage Two-Step Login	Learn how to manage your Enterprise's Two-Step Login setting.
Users List Page	Get an overview of the main Users list page and how it works.
User Details Page	Get an overview of an individual user page and how it works.
Search for and View Users	Learn how to search and browse for specific users.
Manage User Access to the Customer Portal	Find out how to manage individual customer access to the AT&T IP Flexible Reach Customer Portal.
Edit User Profiles	Learn how to manage a user's profile information.
View Call Logs	Learn how to see users' call logs.
Manage Mobile Client	Learn how to enable mobile client access for users.
Manage Inbound Call Features	Get an overview of user inbound call features and how they work.
Manage Outbound Call Features	Get an overview of user outbound features, account codes, and dial restrictions, and learn how they work.
Manage User Schedules	Learn how to create and manage schedules and events for users.
Reassign Users to and from a Trunk Call Routing Scheme	Learn how to assign and unassign users to a particular trunk call routing scheme.
Manage Users in Bulk	Learn how to manage features for multiple users at one time.



About Users

[Overview](#)

[Manage Users](#)

[Users and the Customer Portal](#)

Overview

AT&T Enhanced IP Flexible Reach enterprises are composed of groups, and each group has one or more users. Each group has a single group trunk group, which is the path a call takes between AT&T IP Flexible Reach and your organization's PBX (private branch exchange), which routes the call to the appropriate number and user. The group trunk group has a maximum number of calls, incoming and outgoing, that it can handle simultaneously. Trunk call routing sets up schemes that determine how calls are routed through group trunk groups.

Enterprises and groups can also be subdivided into sets of users called departments. An Enterprise Department can include any user in the enterprise. A Group Department can include users from a single group.

A user's identity and initial access to the AT&T IP Flexible Reach Customer Portal is created by your organization's system administrator. The user's identity consists of the user's name, public phone number, private phone number, and email address.

As an Enterprise Administrator, you can manage all users within the entire enterprise. Group Administrators can manage users only within their specific group. Department Administrators can manage users only within their specific department.

Manage Users

You can manage a number of account aspects for users in your enterprise.

How an Enterprise Administrator Can Manage Users

What you can manage	Description	Support topic
You can	Assign and unassign (revoke) permissions that allow users to use individual features and tools.	Manage User Access to the Customer Portal
Edit user profiles	Edit some aspects of a user's profile information, including the user's name and time zone.	Edit User Profiles
View call logs	View and sort a user's last 1,000 logged calls.	View Call Logs
Manage inbound call features	Assign specific permissions that enable users to manage their own inbound call features, such as call forwarding, call	About Inbound Call Features



What you can manage	Description	Support topic
	acceptance, and call rejection.	
Manage calling codes and outbound call features	Manage a user's authorization codes, account codes, and outbound call restrictions.	Manage Outbound Call Features
Manage user schedules	Manage events and schedules at an enterprise, group, and individual user level.	About Schedules
Manage users in bulk	Manage features for many users at one time, in bulk.	Manage Users in Bulk
Promote a user to an administrator	Promote users to the role of Department, Group, or Enterprise Administrator. You can also promote Department Administrators to the role of Group or Enterprise Administrator and Group Administrators to the role of Enterprise Administrator.	Manage an Administrator
Reassign users to and from trunk call routing schemes	Assign and unassign users to a trunk call routing scheme (if you have appropriate permissions).	Reassign Users to and from a Trunk Call Routing Scheme



Manage Premier User Profiles


As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can search or browse for users who can access Premier directly from the Premier homepage. You can also grant a user access to the Customer Portal, initiate a user's Premier password reset, or revoke a user's Premier access.

To grant a user access to the Customer Portal

1. Log in to [Premier](#). Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.
2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.
3. To give a user access to Premier, under **Create Premier User Profile**, click **Give a user access to Premier**. The [Users List page](#) appears.
4. Locate the user who needs access to the Customer Portal. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
5. Click the user's name. The [User Details page](#) appears.
6. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.
7. At the right of **User Portal Access**, click **Submit Request**. A Submit Request window opens.
8. Enter the user's email address, and then click **Save**. The system sends the user email with instructions for how to register for Customer Portal access.

To search or browse for a Premier user profile

You can search for user profiles under **Search for a Premier User Profile** on the Manage Premier User Profiles page.

1. Log in to [Premier](#). Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.
2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.
3. In the drop-down list to the right of **Search by last name**, select **Starts with** or **Equals**.
4. In the field at the right, enter a search term.
 - If you selected **Starts with**, enter at least one letter of the user's last name
 - If you selected **Equals**, enter the user's last name as it appears on the [User Details page](#).
5. Click **Search**.
6. To browse for users, scroll or page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.



To initiate a user's Premier password reset

1. Log in to [Premier](#). Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.
2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.
3. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
4. Click **Reset Password**. The User password reset page appears.
5. Click the **Reset Password** button. An email is then sent to the email address on file for the user. The email has instructions for how the user can reset his or her password.

To revoke a user's Premier access

1. Log in to [Premier](#). Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.
2. In the **Administrator and User Profiles** tile, under **Manage Administrators and Users**, click **Manage Premier user profiles**. The Manage Premier User Profiles page appears.
3. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
4. Click **Delete**. The Profile tab of [User Details page](#) appears.
5. At the right of **User Portal Access**, click **Remove Access**. A Remove Access confirmation window opens.
6. To remove the user's access, click **OK**. To retain the user's access, click **Cancel**.
7. If you clicked **OK**, the Profile view refreshes, and the user can no longer access the Customer Portal.

Manage Two-Step Login

Two-Step Login provides an additional layer of security to help prevent unauthorized access to your organization's Premier account. Two-Step Login adds a second authentication step to the login process. By default, Two-Step Login is on for your Enterprise.

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the two-step login setting for your enterprise. When this setting is turned on, users in your enterprise must enter their username and password and then answer one of their secret questions in order to log in to Premier. If this setting is turned off, users in your enterprise enter only their username and password to log in to Premier.

To manage two-step login

1. Log in to Premier.



2. From the **Administrator and User Profiles** tile, click **Manage Two-Step Login** under **Manage Administrators and Users**. The Manage Two-Step Login page appears.
3. To require users to answer a security question and enter their password when logging in, select **Turn on**. To require users to enter only their password, select **Turn off**.
4. Click **Submit**.

Note: To see the history of setting changes, click **View History** on the Manage Two-Step Login page. A CSV (comma-separated values file) opens and shows changes made in the last 90 days.

What a User Can Do in the Customer Portal

Using the Customer Portal, end users can manage many aspects of their accounts. Remember that end users look to you, as an Enterprise Administrator, for assistance. These are tasks that users can perform in the Customer Portal:

- View and edit their personal profile
- Manage their assigned inbound call features
- View their call logs
- View their outbound call features
- View group and enterprise schedules, and create individual schedules for themselves
- View and search for other users
- View administrators and enterprise contacts

For more information, see [User Guide](#).



Users List Page

Page Overview

Search and Browse for Users

Page Overview

The Users List page is a searchable list of all the users in your enterprise. From the Users List page, you can search for, browse for, view, and edit user information.

The screenshot shows the 'Users (273)' page. At the top is a search bar with a dropdown menu set to 'Last Name', a 'Contains' filter, and a 'Search' button. Below the search bar is a table of users. The table has columns for Last Name, First Name, Public Number, Private Number, Group ID, and Action. The first four rows show users with the last name 'Doe' and first names 'June', 'Mike', 'Crystal', and 'Sam'. Each row has an 'Edit' icon in the Action column. The table is on page 1 of 11.

Last Name	First Name	Public Number	Private Number	Group ID	Action
Doe	June	777-555-1111	555-0001	000000001	
Doe	Mike	777-555-2222	555-0002	000000002	
Doe	Crystal	777-555-3333	555-0003	000000003	
Doe	Sam	777-555-4444	555-0004	000000004	

You can do a number of things from the Users List page:


- To find an individual user, use the Search tool.
- To browse, scroll and page through the list.
- To sort the list by **Last Name**, **First Name**, **Public Number**, **Private Number**, or **Group ID**, click the column headers.
- To view a user's information, click the user's first or last name.
- To jump to the user's group, click the user's group ID.
- To edit a user's profile information, in the **Action** column, click the **Edit** icon

Search for and View Users

You can search and browse for individual users. To view the [User Details page](#), click a user's first or last name from the Users List page or search results.



To search or browse for users

1. If the Search tool isn't open, click the arrow . The tool opens.
2. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, **Extension**, or **Group ID**.
3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a search term.
5. Click **Search**.

To browse for users, scroll and page through the list. To jump to a particular page, click the Down arrow



at the right of the page numbers.



User Details Page

[Overview](#)

[Inbound Features Tab](#)

[Outbound Features Tab](#)

[Call Logs Tab](#)

[Profile Tab](#)

[Schedules Tab](#)

Overview

From a User Details page, you can manage that user's inbound and outbound call features, call logs, profile, and schedules.

To go to a User Details page

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) opens.
2. Search or browse for users, and click a user's first or last name. The User Details page opens.

Inbound Features Tab

From the **Inbound Features** tab, you can view and edit inbound call features for the user. You can make a call feature available or unavailable to the user, and you can edit the call feature's selective criteria.

For more information, see [About Inbound Call Features](#).

Outbound Features Tab

From the **Outbound Features** tab, you can view and edit the user's account codes and dial restrictions.

For more information, see:

- [About Account Codes](#)
- [About Dial Restrictions](#)

Mobility Features Tab

From the **Mobility Features** tab, you can edit the user's mobile client status. Set this status as **Enabled** to allow the user to access the mobile client from their mobile device.

For more information, see [Manage Mobile Client](#).

Call Logs Tab

From the **Call Logs** tab, you can view the user's last 1,000 logged calls. You can browse through the call list and sort the calls by **Type**, **Date**, **Time**, **From/To**, and **Phone Number**.

For more information, see [View Call Logs](#).

Profile Tab



From the **Profile** tab, you can view and edit the user's profile information. A user's **Profile** tab is also where you can grant and revoke access to the Customer Portal.

For more information, see:

- [Edit User Profiles](#)
- [Manage User Access to the Customer Portal](#)

Schedules Tab

From the **Schedules** tab, you can search and browse for schedules, and you can view, edit, create, and delete schedules and events for the user.



For more information, see [About Schedules and Events](#).



Search for and View Users

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can search or browse for, and then view, users' information. To view a user's information, click the user's first or last name.

To search or browse for users

1. On any page in the Customer Portal, click **USER MANAGEMENT** from the menu bar. The [Users List page](#) opens.
3. If the Search tool isn't open, click the arrow  **Search**. The tool opens.
4. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, **Extension**, or **Group ID**.
5. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
6. In the field at the right, enter a search term, and then click **Search**.
7. To browse for users, scroll and page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.
8. To view a user's information, click the user's first or last name. The [User Details page](#) appears.



Manage Access to the Customer Portal

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can grant (and revoke) access to the Customer Portal on a user-by-user basis.

To grant user access

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.
2. Locate the user who needs access to the Customer Portal. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.
5. At the right of **User Portal Access**, click **Submit Request**. A Submit Request window opens.
6. Enter the user's email address and click **Save**. The Submit Request window closes. The system sends the user email with instructions for how to register for access to the Customer Portal.

To revoke user access

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.
2. Locate the user whose access you want to revoke. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.
5. At the right of User Portal Access, click Remove Access.
6. A Remove Access confirmation window opens. To remove the user's access, click **OK**. To leave the user's access enabled, click **Cancel**.
7. If you clicked **OK**, the Profile view refreshes. The user can no longer access the Customer Portal.



Edit User Profiles

Through Premier, your organization's system administrator sets up a user's identity and access to the AT&T IP Flexible Reach Customer Portal. The user's identity consists of the user's name, public phone number, private phone number, and email address.

After the user identity is created, Enterprise Administrators and Group Administrators can edit the user's name, calling line ID, and time zone through the Customer Portal.

Calling line ID is the phone number that's displayed on the called party's phone when the user places a call. The default is the user's public number. You can customize calling line ID by specifying a different number (up to 40 digits). For example, you may want the calling line ID to be for a sales office or reception desk.

Note: For emergency calls, the calling line ID will always be the user's public number.

To edit a user's profile

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.
2. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's first or last name. The [User Details page](#) appears.
4. Click the **Profile** tab. The Profile view appears.
5. Click **Edit**. The Edit view of the user's profile appears. You can edit **Last Name**, **First Name**, **Calling Line ID**, and **Time Zone**.
6. Enter changes, and then click **Save**.





View Call Logs

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can view logged inbound and outbound calls for individual users in your groups. This information can help managers track staff performance and plan shifts in resources. Users can also view their own call log details.

To view user call logs

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Locate the user whose call log you want to view. (You can search, scroll or page through the user list, or click a number to jump to a specific page.)
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Call Logs** tab. The Call Logs page appears and shows the user's last 1,000 calls. By default, the calls are sorted by date and time. You can also sort by call type, and then use date and time as secondary sort parameters.

In the **Type** column, icons show whether the call was a Received Call , Missed Call , or Dialed Call





Manage Mobile Client

With AT&T IP Flexible Reach mobile client application, users can use their mobile device to make and receive phone calls with their IP Flexible Reach business identity. You must allow users to access the mobile client on the user's mobility tab in the IP Flex customer portal or they won't be able to log in to it.

Note: If the user doesn't have AT&T IP Flexible Reach Customer Portal access, you need to submit a User Portal Access request so they can edit their mobile client telephone number and mobile client password.

Allow access to the mobile client

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.
2. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's first or last name. The [User Details page](#) appears.
4. Click the **Mobility Features** tab. The Mobility Features view appears.
5. Click **Edit**. The Edit view of the user's mobility feature page appears.
6. Do one of the following:
 - a. To allow the user to access the mobile client, select **Enable** to the right of Mobile Client Status.
 - b. To not allow the user to access the mobile client, select **Disable** to the right of Mobile Client Status.
7. Click **Save**.

Manage Inbound Call Features

[Grant User Access to Features](#) [Set Individual Features](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can allow users to access individual inbound call features such as Call Rejection and Call Forwarding. You can also manage selective criteria within a call feature to set the behavior of the feature.

Grant a User Access to Features

You can grant a user access to features from the **Inbound Features** tab of the individual User page.

To assign a user access to specific features

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Click a user's name. The [User Details page](#) appears with the **Inbound Features** tab selected.
3. To assign a feature to the user, click **Edit**. The **Available for User** column becomes active.



4. For each feature that you want to assign to this user, select **Yes** in the **Available for User** column. To revoke access to a feature, select **No**.
5. When you've completed your selections, click **Save**. A message confirms the change.

Set Individual Features

You can set the behavior of most individual features for each user. These topics provide specific instructions on how to set each feature:

- [Anonymous Call Rejection](#)
- [Call Acceptance](#)
- [Call Forwarding – Always](#)
- [Call Forwarding – Busy](#)
- [Call Forwarding – No Answer](#)
- [Call Forwarding – Not Reachable](#)
- [Call Forwarding – Selective](#)
- [Call Rejection](#)
- [Intercept Announcement](#)
- [Max DID Policing](#)
- [Sequential Ring](#)
- [Simultaneous Ring](#)

To learn more about inbound call features, see [About Inbound Call Features](#).

Manage Outbound Call Features

[Edit Account Code Status](#)

[Edit Dial Restrictions](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage users' outbound call features, including account codes and dial restrictions.

To see and edit a user's outbound features, go to a [User Details page](#) and click the **Outbound Features** tab.

(To open a User Details page, click any user's first or last name from the [Users List page](#) or from search results.)

Edit Account Code Status

Account codes are assigned at the group level by Enterprise or Group Administrators. However, you can edit the account code status for an individual user.

For more information, see [About Account Codes](#).



To edit a user's account code status

1. Open a [User Details page](#) and click the **Outbound Call Features** tab.
2. Click **Account Codes**. The Account Codes view appears.
3. Click **Edit**.
4. To set account code status, select **Not Required**, **Mandatory**, or **Optional**.
5. Click **Save**.

Edit Dial Restrictions

Dial restrictions are assigned at the group level by Enterprise Administrators or Group Administrators. However, you can also edit dial restrictions for an individual user.

For more information, see [About Dial Restrictions](#) and [About Authorization Codes](#).

To edit a user's dial restrictions

1. Open the [User Details page](#), and click the **Outbound Call Features** tab.
2. Click **Dial Restrictions**. The Dial Restrictions view appears.
3. Click **Edit**.
4. For **Use Dial Restrictions**, select **Group** or **Custom User**.
If **Use Dial Restrictions** is set to **Group**, you can only view the dial restrictions that this user is assigned to at a group level. (These options are not editable from this view. Group dial restrictions must be edited from a [Group Details page](#).)
If **Use Dial Restrictions** is set to **Custom User**, you can edit custom restrictions for this user.
5. If you've selected **Group**, click **Save**. If you've selected **Custom User**, you can edit dial restrictions for this user, then save your choices.
6. To edit all custom user restrictions for this user at once, click the **Select All Custom User Restrictions** dropdown list and select restrictions.
 - To allow the user to use all of the restricted outbound call features listed, select **Allow**.
 - To block the user from using all of the restricted outbound call features listed, select **Block**.
 - To use the group level authorization code requirements for all restricted outbound call features listed, select **Standard Authorization**.
7. To edit dial restrictions for this user one at a time, click the Custom User Restrictions dropdown list for each dial restriction.
 - To allow the user to use a restricted outbound call feature, select **Allow**.
 - To block the user from using a restricted outbound call feature, select **Block**.
 - To require the user to enter an authorization code when using a restricted outbound call feature, select **Authorization Code Required**.
8. When you've finished editing dial restrictions, click **Save**.



Manage User Schedules

Overview

[Create a Schedule for a User](#)

[Add an Event to a User's New Schedule](#)

[Manage a User's Schedules and Events](#)

Overview

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage schedules at an enterprise, group, and individual user level.

A schedule contains one or more events. These events can occur only once, or they can recur at regular intervals.

You can create, edit, and delete schedules, as well as add, edit, and delete events to an existing schedule.

For more information, see [About Schedules and Events](#).

Create a Schedule for a User

If you create a schedule for an enterprise or a group that a user is part of, that user is automatically added to that schedule. You can also create a schedule just for an individual user.

Users can also create, edit, and delete their own individual schedules.

To create a schedule for an individual user

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.
2. From the [Users List page](#), locate the user you want to create a schedule for. Click the user's name. The [User Details page](#) appears.
3. Click the **Schedules** tab. The Schedules page appears.
4. Click **Create Schedule**. The Create Schedule page appears.
5. Enter a name for the schedule.
6. Select whether the schedule type is **Holiday** or **Time**. (The **Time** type is used for all schedules other than **Holiday** schedules.)
7. Under Schedule Level, select User.
8. Click **Create**. The Schedule Details page for the new schedule appears.

Note: After you've created a schedule, you must add one or more events to it.



Add an Event to a User's New Schedule

For a schedule to work, you must add one or more events to it. The Initial Event is the template for Recurring Events.



To add an event to a user's new schedule immediately after creation



When you first create a new schedule, the [Schedule Details page](#) appears.

1. In the **Actions** column to the right of the schedule name, click the Edit icon . The Schedule Details page opens in Edit mode.
2. Click  **Add Event**. The Add Event page appears.
3. Under **Initial Event**, enter the event name.
4. Enter a start date and end date for the event.
5. Enter a start time and end time for the event.
6. If you want the event to occur more than once, under **Event Recurrence**, select whether you want the event to recur **Daily**, **Weekly**, **Monthly**, or **Yearly**.
2. **Note:** If this is a one-time event, don't set **Event Recurrence**.
7. If this event recurs, select the recurrence details, and then select a recurrence end date (if appropriate).
3. **Note:** If the event will continue on a daily, weekly, monthly, or yearly interval, don't set **Recurrence End**.
8. Click **Add**. The Event Details page opens.
 - To add more events to this schedule, under **Add Event**, follow steps 3–7.

Manage a User's Schedules and Events

You can edit or delete a user's schedules. You can also add, edit, and delete events within a user's schedule.




To manage a user's schedules

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.
2. From the Users List page, locate the user you want to manage schedules for. Click the user's name. The [User Details page](#) appears.
3. Click the **Schedules** tab. The [Schedules List page](#) appears.
4. Locate the schedule you want to edit.
 - To edit a schedule, click the **Edit** icon  in the **Actions** columns. (For more information, see [Edit a Schedule](#).)
 - To delete a schedule, click the **Delete** icon  in the **Actions** column. (For more information, see [Delete a Schedule](#).)

To manage a user's scheduled events

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.



2. From the Users List page, locate the user you want to manage schedules for. Click the user's name. The [User Details page](#) appears.
3. Click the **Schedules** tab. The [Schedules List page](#) appears.
4. From the Schedules List page, locate the schedule that contains events you want to edit, and then click the schedule name. The Schedule Details page opens.
5. Scroll down to the **Events** tile.
 - To create a new event, click  **Add Event**.
 - To edit an event, in the **Actions** column, click the Edit icon .
 - To delete an event, in the **Actions** column, click the Delete icon .



Reassign Users to and from Trunk Call Routing Schemes

Reassign Users

Assign Users

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you'll want to keep your system up-to-date with staff turnover or shifts in policy. From the Customer Portal, you can easily reassign (move) users from the call routing scheme you're viewing to another, or you can assign (import) users from other trunk call routing schemes to the one you're viewing.

Note: You must have the appropriate permissions to edit trunk call routing schemes.

For more information, see: [About Trunk Call Routing](#).

Reassign Users

You can reassign (move) users from the trunk call routing scheme you're currently viewing to another scheme.

To reassign users from the trunk call routing scheme you're viewing to another

1. Open to the Trunk Call Routing List page by doing one of these things:
 - In the **Trunk Call Routing Search** tile of the [Customer Portal homepage](#), click **View all Trunk Call Routing**. The [Trunk Call Routing List page](#) appears.
 - From any Customer Portal page, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below.
2. Click the name of the trunk call routing scheme. The [Trunk Call Routing Details page](#) appears.
3. Click the **Assigned User(s)** tab. The trunk call routing users list appears.
4. Click **Reassign Users**. The page appears in Reassign mode.
5. To the right of **Reassign to Trunk Call Routing** at the top of the page, click **Find Name**. The Find Trunk Call Routing window opens.
6. Select a trunk call routing scheme by clicking the Select icon ☒ to the right of the trunk call routing's name. The Find Trunk Call Routing window closes.
7. Select users to reassign to the new trunk call routing scheme by doing one of these things:
 - To select all users from the trunk call routing scheme you're viewing, check the box at the top of the Users list ☐ . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
 - Search or browse the list to find specific users. To add a user to the reassign list, check the box at the left of the person's name.
8. Click **Save**. Users are reassigned to the new trunk call routing scheme.



9. To see the reassignment results, do one of these things:
 - From the confirmation message, click the **TCR Reassignment Results** link.
 - In the **Quick Links** tile, click **View Reassign Results**.

Assign Users

You can assign (import) users from other trunk call routing schemes to the trunk call routing scheme you're currently viewing.

To assign users from other trunk call routing schemes to the one you're viewing

1. Open to the Trunk Call Routing List page by doing one of these things:
 - In the **Trunk Call Routing Search** tile of the [Customer Portal homepage](#), click **View all Trunk Call Routing**. The [Trunk Call Routing List page](#) appears.
 - From any Customer Portal page, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below.
2. Click the name of the trunk call routing scheme that has the users you want. The [Trunk Call Routing Details page](#) appears.
3. Click the **Assigned User(s)** tab. The trunk call routing users list appears.
4. Directly below the **Search** button, click **Assign User(s)**. The Assign Users window opens.
5. Select users to assign to this trunk call routing scheme by doing one of these things:
 - To select all users, check the box at the top of the Users list ☐ . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
 - Search or browse the list to find specific users. To add a user to the Assign list, check the box at the left of the person's name.
6. Click **Assign**. Users are assigned to the trunk call routing scheme that's currently open.
7. To see the assignment results, do one of these things:
 - From the confirmation message, click the **TCR Reassignment Results** link.
 - In the **Quick Links** tile, click **View Reassign Results**.



Manage Users in Bulk

Overview

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[Download the Group's User List](#)

[Manage Account Codes](#)

[Manage Authorization Codes](#)

[Manage TCR Reassignment](#)

[Manage Inbound Call Features](#)

[Manage Dial Restrictions](#)

[Manage User Access](#)

[Manage User Names](#)

[Manage Calling Line ID](#)

[Manage DID Policing](#)

[Manage Mobile Client](#)

[Manage Errors](#)

Overview

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the features available to a group's users all together, in bulk, for up to 1,000 users at a time. (You can manage the calling line ID feature for up to 60,000 users at a time. Be sure to perform such a large transaction during off-peak hours.)

If you have only a few users to manage, edit the users' features individually. The Bulk Management tool works best when you're managing more than a dozen users at one time.

To manage features for multiple users in a group at one time, download the feature template from the Bulk Management tool. Complete the template, and then upload it into the system.

You can also manage other aspects of your enterprise in bulk, such as account and authorization codes, and user access.

Edit a Feature Using the Bulk Management Tool

Follow this process to edit most features for more than one user at a time.

To edit a feature in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select the feature you want to manage.
3. Next, download the feature template. Click the link to the right of **Download Template**.
4. When the File Download window opens, save the template by clicking **Save**. The template is downloaded as a comma-separated values (CSV) file, which is a type of spreadsheet. The file will be downloaded to your default directory, unless you specify otherwise.
5. Edit the template.



Template Editing Tips

- Before submitting the spreadsheet, delete the template example row.
 - The public number or extension is required. The extension can also be considered the private number.
 - The Group ID must be the same for every entry in the file.
 - Like the template you downloaded, the file you upload must be a CSV file.
 - Be careful with cell formatting. For any cells that contain or may contain data with leading zeroes (for example, group ID and extension), enclose the data in double quotation marks ("0192"), or change the cell format to "Text" before you enter the data.
 - [Download the group user list](#) so that you can copy user names and paste them into the template.
 - You can add a maximum of 1,000 users in the same group to a single file (60,000 for calling line ID).
 - The uploaded file must have at least one valid row of user data (in addition to the header row).
 - Any fields you leave blank maintain the current values for those fields; the values won't be updated.
6. When you're done, save the file as a CSV file. Do not change the file type.
 7. Upload the edited template by clicking **Upload Template**. Your default folder opens. Browse for and select the file you just edited. The file appears in the **Upload** field.
 8. Process the changes by clicking **Run**. The results appear in the **Result Log**.

Find a Group Name and ID

To manage features for the users in a group, you must first know the group's ID and name.

You can search for a group by name or ID from the [Customer Portal Homepage](#) or from the [Group List page](#). You can also browse for groups on the Group List page.

For more information, see:

- [Use the Customer Portal](#)
- [Search and Listing Overview](#)
- [The Group List Page](#)

Download the Group's Users List

The easiest way to manage a group's users in bulk is to download that group's Group Users list, and then copy and paste the contents of the downloaded list into a bulk management template.

Note: Remember, you can manage features in bulk for up to 1,000 users within one group at a time. If a group has more than 1,000 users, you must divide the group and submit separate CSV files. (Exception: up to 60,000 users for calling line ID.)



To download the Group Users list

1. Find the group you want from the [Group List page](#) or from search results.
2. When you find the group you want, click the group name. The [Group Details page](#) for that specific group appears.
3. Click the **Group Users** tab. The Group Users tab appears.
4. Below the **Search** button, click **Download Group Users List**. A File Download window opens.
5. Click **Save**. The file containing the group ID numbers, names and phone number information of all users in the group is downloaded to your default download directory, or you can specify a different location.


Manage Account Codes

You can edit account code values (numbers) and the account code users list in bulk.

To edit account code values

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list on the Bulk Management page, select **Account Code Values**.
3. To the right of **Download Template**, click **Account_Code_Values.csv**. The File Download window opens.
4. Click **Save**. The template is downloaded as a comma-separated values (CSV) file. The file will be downloaded to your default directory, or you can specify a different location.
5. Open the downloaded file and enter the group ID number, the account code numbers, and the account code descriptions.


Note: Account codes must each be unique within the group, and all account codes within a group must be the same length. You can change the account code length for a group, but note that changing the length nullifies all account codes created earlier.

6. Save the file as a CSV file.
7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
8. Click **Run**. The Account Code Values template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

To edit the account code users list

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list on the Bulk Management page, select **Account Code Users List**.
3. At the right of **Download Template**, click **Account_Code_Users_List.csv**, and then save the file.




4. Open the saved file, enter the group ID number and edit the account code users list. You can copy and paste users' public numbers and extensions. (See [Download the Group's Users List](#), above.)
5. Set whether account codes are mandatory or optional for this group of users. Under **Mandatory** and **Optional**, enter **Y** for yes or **N** for no. Account codes cannot be both mandatory and optional.
6. Save the file as a CSV file.
7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
8. Click **Run**. The Account Code Users template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage Authorization Codes

You can edit authorization code values (numbers) in bulk.

To edit authorization code values

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the Select Option drop-down list, select **Authorization Code Values**.
3. At the right of **Download Template**, click **Authorization_Code_Values.csv**, and then save the file.
4. Open the file and enter the group ID number.
5. Edit the authorization code numbers. Authorization codes must be between 2 and 14 digits long, and the codes must each be unique within the group.
6. Edit the authorization code descriptions, and then save the file as a CSV file.
7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
8. Click **Run**. The Authorization Code Values template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

To view the authorization code sync results

To update with the current authorization codes and settings for all users who have custom dial restrictions, sync the authorization codes by using the Sync Authorization Codes function. See [Sync Authorization Codes](#).


1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the Select Option drop-down list, select **Authorization Code Sync Results**.
3. Click **Refresh Log**.



Manage TCR Reassignment

You can manage TCR Reassignment from the Assign User(s) tab of a trunk call routing scheme. Or, you can use the TCR Reassignment template to re-assign up to 1,000 telephone numbers from one TCR to another at once.

To manage TCR Re-assignment

3. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
4. From the **Select Option** drop-down list on the Bulk Management page, select **TCR Reassignment**.
5. At the right of Download Template, click **TCR_Reassignment.csv**, and then save the file.
6. Open the saved file and enter the Current TCR Arrangement name, Public Number and New TCR Arrangement name.
7. Save the file as a CSV file.
8. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
9. Click **Run**. The template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage Inbound Call Features

You can manage inbound call features for up to 1,000 users at a time within a group.


To edit an inbound call feature in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list on the Bulk Management page, select one of these inbound call features:
 - Anonymous Call Rejection
 - Call Acceptance
 - Call Forwarding Always
 - Call Forwarding Busy
 - Call Forwarding No Answer
 - Call Forwarding Not Reachable
 - Call Rejection
 - Manage Intercept Announcement
 - Sequential Ring
 - Simultaneous Ring



3. At the right of **Download Template**, click the feature file name, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit the inbound calling features. You can copy and paste users' public numbers and extensions from the group users list. (See [Download the Group Users List](#), above.)
6. Select whether the inbound call feature is available and active for users. Under **Available** and **Active**, enter **Y** for yes or **N** for no.

Fill out the rest of the information requested on the spreadsheet. Note that not all spreadsheets are the same.

7. Save the file as a CSV file.
8. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
9. Click **Run**. The template is processed. Results appear under **Result Log**. To view the file, click the Report icon .


Manage Dial Restrictions

You can edit dial restrictions for up to 1,000 users at a time within a group.

To edit bulk dial restrictions

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list on the Bulk Management page, select **Dial Restrictions**.
3. At the right of **Download Template**, click **Dial_Restrictions.csv**, and then save the file.
4. Open the saved file and enter the group ID number, then enter the dial restrictions. You can copy and paste users' public numbers and extensions from the group users list into the template. (See [Download the Group Users List](#), above.)
5. Select whether customer settings are in place for each user. Under **Custom Settings**, enter **TRUE** or **FALSE**.
6. Edit dial restriction settings. For each dial restriction type, enter **ALLOW** or **BLOCK**. You can edit these dial restrictions:
 - Outbound Settings
 - Intra-Enterprise
 - Domestic
 - Toll Free
 - International
 - Operator
 - Directory
7. Save the file as a CSV file




8. Click **Upload Template**. Browse for and select the saved file. The file name appears in the **Upload Template** field.
9. Click **Run**. The Dial Restrictions template is processed. Results appear under **Result Log**. To view the file, click the Report icon . You can manage user access to the Customer Portal for up to 1,000 users at a time. Or, you can copy rows with errors into another spreadsheet, delete the row from the original spreadsheet, and then rerun the new spreadsheet.

Manage User Access

You can manage user access to the Customer Portal for up to 1,000 users at a time.

To manage user access in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list on the Bulk Management page, select **Manage User Access**.
3. At the right of **Download Template**, click **Manage_User_Access.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit user access settings. You can copy and paste users' public numbers, extensions, and names from the group users list. (See [Download the Group Users List](#), above.)
6. Select whether the Customer Portal is available for each user. Under **Available**, enter **Y** for yes and **N** for no.
7. Save the file.
8. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
9. Click **Run**. The Manage User Access template is processed. Results appear under **Result Log**. To view the file, click the Report icon .


Manage User Names

The system generates the generic **First Last name** (for example, **User, 7775201332**) that appears on the user's **Profile** tab when the phone number is provisioned. As an Enterprise Administrator, you can change the generic name by editing the user's profile. Or, you can use the **Manage User Names** template to manage up to 1,000 user names in the same group at a time.

To manage user names in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list on the Bulk Management page, select **Manage User Names**.
3. At the right of **Download Template**, click **Manage_User_Names.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit user names. You can copy and paste users' public numbers, extensions, and names from the group users list. (See [Download the Group Users List](#), above.)



6. Save the file.
7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
8. Click **Run**. The Manage User Names template is processed. Results appear under **Result Log**. To view the file, click the Report icon .


Manage Calling Line ID

You can manage calling line IDs for up to 60,000 users at a time.

To manage calling line ID in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select **Calling Line ID**.
3. At the right of **Download Template**, click **Calling_Line_ID.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit user numbers. You can copy and paste users' public numbers and extensions from the group users list. (See [Download the Group Users List](#), above.)
6. For each number, specify whether to use the calling line ID or the user's public number or extension. In the **Use Configurable CLID** column, enter **Y** (yes) to use the calling line ID; to use the user's public number or extension, enter **N** (no).
7. If the **Use Configurable CLID** column is set to **Y**, enter a number in the **Calling Line ID** column. If it's set to **N**, leave **Calling Line ID** blank.

Note: You can enter only one calling line ID, up to 15 digits, per user. Do not enter extensions. Public numbers must be 10 digits without a leading 1. Add the prefix 011 for international numbers and enclose the whole number in quotation marks (for example, "0113305551111").

8. Save the file.
9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
10. Click **Run**. The Calling Line ID template is processed. Results appear under **Result Log**. To view the file, click the Report icon .


Manage Max DID Policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

To manage Max DID Policing settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select **Max DID Policing**.
3. At the right of **Download Template**, click **Max_DID_Policing.csv**, and then save the file.




4. Open the saved file and enter the group ID number.
5. Edit public numbers and extensions (used to identify users). You can copy and paste users' public numbers and extensions from the group users list. (See [Download the Group Users List](#), above.)
6. Select whether customer settings are in place for each user. Under **Active**, enter **Y** for yes or **N** for no.
7. Under **Maximum Concurrent Calls**, enter the maximum number of concurrent calls allowed for each user. The number entered should be between 1 and 500.
8. Save the file.
9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
10. Click **Run**. The Max DID Policing template is processed. Results appear under **Result Log**. To view the file, click the Report icon .


Enable Mobile Client

You can enable the mobile client for 1,000 users at a time.

To manage mobile client settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select **Mobile Client**.
3. At the right of **Download Template**, click **Mobile_Client.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit public numbers and extensions (used to identify users). You can copy and paste users' public numbers and extensions from the group users list. (See [Download the Group Users List](#), above.)
6. Select whether the mobile client is active for each user. Under **Active**, enter **Y** for yes or **N** for no.
7. Select whether each user can receive inbound calls. Under **Enable Inbounds Calls**, enter **Y** for yes or **N** for no. For each user that can receive inbound calls, under **Mobile Client Telephone Number**, enter the user's mobile client telephone number.
8. Save the file.
9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
10. Click **Run**. The Mobile Client template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage Errors

If the uploaded template contains any errors, you'll see **Processed with Errors** in the **Status** column of the **Result Log** area. For details, click the Report icon .



- If the template was used for editing user information, the results file shows one row with status for each user.
- All rows in the spreadsheet are submitted independently; for example, if there's an error in row 1, row 2 is still submitted.
- An error could be as simple as a required cell left blank. Resolve any errors and resubmit the spreadsheet. Or, you can copy rows with errors into another spreadsheet, delete the row from the original spreadsheet, and then rerun the new spreadsheet. You don't need to rerun successful user rows.
- If there's some overarching problem that prevents the spreadsheet from being processed, no result file appears and you'll see an error message that takes you back to the Bulk Management page and the **Run** button. If this occurs, find and correct the error, and then rerun the entire spreadsheet.



Manage Users: Manage Inbound User Call Features

Click the links below to learn about inbound call features and how you can manage them. You also get step-by-step instructions on how to set inbound call feature availability for users and how to edit selective criteria.

Topic	Description
About Inbound Call Features	Learn about inbound call features: what they are, how they work, and how to manage them.
Anonymous Call Rejection	Learn how to set Anonymous Call Rejection.
Call Acceptance	Learn how to set Call Acceptance.
Call Forwarding - Always	Learn how to set Call Forwarding – Always.
Call Forwarding - Busy	Learn how to set Call Forwarding – Busy.
Call Forwarding – No Answer	Learn how to set Call Forwarding – No Answer.
Call Forwarding – Not Reachable	Learn how to set Call Forwarding – Not Reachable.
Call Forwarding – Selective	Learn how to set Call Forwarding – Selective.
Call Rejection	Learn how to set Call Rejection.
User Intercept Announcement	Learn how to set User Intercept Announcement
Max DID Policing	Learn how to set Max DID Policing.
Sequential Ring	Learn how to set Sequential Ring.
Simultaneous Ring	Learn how to set Simultaneous Ring.



About Inbound Call Features

Overview

[Assign a User Access to Inbound Call Features](#)

[About Selective Criteria](#)

[Inbound Call Feature Precedence](#)

Overview

Inbound call features enable users to manage calls they receive in various ways. For example, using Anonymous Call Rejection, a user can reject calls that don't have caller ID. Call Forwarding features enable a user to automatically forward calls to a different number.

For some features you specify selective criteria that help define when and how the features are activated.

You specify selective criteria rules that evaluate an incoming call to determine whether and how to use a feature. Using selective criteria rules in these features is optional. If you don't define any selective criteria rules, the feature will apply for every call.

As part of managing user access to the AT&T IP Flexible Reach Customer Portal, you grant users rights to use individual inbound call features, and later customize many features.

This section outlines the inbound call features and what they do.

Anonymous Call Rejection

The Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID attached. If the caller isn't identified, the user can reject the call. When this feature is activated, Anonymous Call Rejection instantly rejects all anonymous calls, preventing the caller from even leaving a message. This feature also appears as a sub-option in the Call Acceptance, Call Rejection, Sequential Ring, and Simultaneous Ring features.

Anonymous Call Rejection doesn't have selective criteria.

For more information, see: [Anonymous Call Rejection](#)

Call Acceptance

The Call Acceptance feature enables the user to define criteria that permit certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

Call acceptance has selective criteria.

For more information, see: [Call Acceptance](#)

Call Forwarding – Always

The Call Forwarding – Always feature enables the user to redirect all incoming calls to another phone number.

Call Forwarding – Always doesn't have selective criteria.



For more information, see: [Call Forwarding – Always](#)

Call Forwarding – Busy

The Call Forwarding – Busy feature enables a user to redirect calls to another number when an incoming call encounters a busy condition. The line is considered to be busy when there are too many active calls coming through at once, or when Call Acceptance or Call Rejection is in use.

Call Forwarding – Busy doesn't have selective criteria.

For more information, see: [Call Forwarding – Busy](#)

Call Forwarding – No Answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another number when an incoming call is not answered within a specified number of rings. You (the administrator) or the user must specify the forwarding number and the number of rings before forwarding.

Call Forwarding – No Answer doesn't have selective criteria.

For more information, see: [Call Forwarding – No Answer](#)

Call Forwarding – Not Reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls will be redirected when the user's IP Flexible Reach telephone number is unreachable.

Call Forwarding – Not Reachable doesn't have selective criteria.

For more information, see: [Call Forwarding – Not Reachable](#)

Call Forwarding – Selective

The Call Forwarding – Selective feature enables a user to define criteria that redirect certain incoming calls to another number. If an incoming call meets the specified criteria, the call is redirected to the specified number.

Call Forwarding – Selective has selective criteria.

For more information, see: [Call Forwarding – Selective](#)

Call Rejection

The Call Rejection feature enables a user to define criteria that reject certain incoming calls. If an incoming call meets specified criteria, the call is blocked, and the caller is informed that the user doesn't want to receive the call.

Call Rejection has selective criteria.

For more information, see: [Call Rejection](#)

Intercept Announcement

With the Intercept Announcement feature, an incoming caller hears a recorded announcement instead of being connected to the called number. The announcement can be standard or custom.

Announcements can be active at the enterprise or group level, or for individual users' numbers.



If enabled, Intercept Announcement overrides all other active features and selective criteria.

For more information, see [Intercept Announcement](#).

Max DID Policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

Max DID Policing doesn't have selective criteria.

For more information, see: [Max DID Policing](#)

Sequential Ring

The Sequential Ring feature enables you to define a “find-me” list of phone numbers that are alerted sequentially when incoming calls match a user’s specified criteria. (If the user can’t be reached at the first number, the service tries the second number. If the user can’t be reached at the second number, the service tries the third number, and so on.) While the service searches for the user, the caller hears a greeting, followed by periodic announcements.

Sequential Ring has selective criteria.

Note: An individual user can't use Sequential Ring and Simultaneous Ring at the same time. If both features are set to **Active**, Sequential Ring takes precedence.

For more information, see: [Sequential Ring](#)

Simultaneous Ring

The Simultaneous Ring feature enables a user to have up to 10 phone numbers ring simultaneously when calls are received on the user’s IP Flexible Reach phone number. The first phone to be answered is connected.

Simultaneous Ring does has selective criteria.

Note: An individual user can't use Simultaneous Ring and Sequential Ring at the same time. If both features are set to **Active**, Sequential Ring takes precedence.

For more information, see: [Simultaneous Ring](#)

Assign a User Access to Inbound Call Features

You can grant a user access to any or all inbound call features.

Go to the [User Details page](#) and click the **Features** tab.

- To enable access, select **Yes** in a feature’s **Available for User** column.
- To block access, select **No** in a feature’s **Available for User** column.

To assign a user access to individual features

This is an overview of the process for how to assign access to inbound call features. For instructions on assigning a specific feature and setting its selective criteria, see the help topic for that particular feature.

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The [Users List page](#) appears.



2. Click the name of a user. The [User Details](#) page appears with the **Inbound Features** tab selected (or click the **Inbound Features** tab).
3. Click **Edit**. The **Available for User** column opens in edit mode.
4. For each feature that you want to assign to this user, under **Available for User**, select **Yes**.
5. At the bottom of the page, click **Save**. A message confirms the change.

Caution: If you revoke and then restore the user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

About Selective Criteria

Selective criteria are rules that control the behavior of an inbound call feature. You can customize some features using selective criteria. Selective criteria vary from one call feature to another, but you follow the same procedure to set them.



Note: The following inbound call features have simple settings and have no selective criteria:

- Anonymous Call Rejection
- Call Forwarding – Always
- Call Forwarding – Busy
- Call Forwarding – No Answer
- Call Forwarding – Not Reachable
- Max DID Policing

Note: If the Intercept Announcement feature is active, it overrides all selective criteria rules.

To set selective criteria: general instructions

This procedure is an overview of the process for how to set selective criteria for inbound calling features. For instructions on setting specific selective criteria, see the help topic for the associated inbound calling feature.

1. From any page in the Customer Portal, in the main menu bar, click **USER MANAGEMENT**. The [Users List](#) page appears.
2. Click a user's name. The [User Details](#) page appears.
3. On the **Inbound Features** tab of the User Details page, click the name of a feature. The feature Settings page appears.
4. At the upper-right of the **...calls matching** section, click  **Add Criteria**. The Add Criteria page opens.
5. Complete the Add Criteria page.
6. When you've finished setting criteria, click **Add**. A success message appears, along with the new criteria.
7. To create an exception to the rule you've just created, click the **Back to <feature name>** link to go back to the feature's Settings page.
8. In the **Regardless of above settings...** section, click  **Add Criteria** and create your exception.



Inbound Call Feature Precedence

One feature's settings might override those of another feature, even if both are set and **Active**.

Intercept Announcement always unconditionally overrides other features, even if those features are active.

Call Forwarding - Always redirects all incoming calls and takes precedence over most other Call Forwarding features.

Exceptions:

- Call Forwarding - Selective takes precedence for incoming calls that match the defined selective criteria.
- Intercept Announcement overrides all other active features.

In most cases, defining selective criteria for a feature like Call Rejection or Call Acceptance gives precedence to that feature for any calls that match the defined criteria.



Manage Inbound User Call Features— Anonymous Call Rejection

The Anonymous Call Rejection feature enables users to reject calls without caller ID. When this feature is activated, all anonymous calls are instantly rejected, preventing the caller from even leaving a message.

Anonymous Call Rejection also appears as a sub-option of the Call Acceptance, Call Rejection, Sequential Ring, and Simultaneous Ring features.


Note: If Anonymous Call Rejection is active, it takes precedence over other feature settings for anonymous calls. (If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).)

To set Anonymous Call Rejection

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process will be lost.

4. In the **Action** column, to the right of **Anonymous Call Rejection**, click the Edit icon . The Edit Anonymous Call Rejection page appears.
5. To turn the feature on, select **Yes**. To turn it off, select **No**.
6. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Acceptance

Add or Edit Call Acceptance Criteria

Set Call Acceptance

With the Call Acceptance feature, a user can define criteria that enable certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

(If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).)

Add or Edit Call Acceptance Criteria

In some cases, you need to set up selective criteria before you assign a feature. With Call Acceptance, you must add selective criteria before it can be used. After you've added criteria, you can edit the feature at any time.


Only active criteria are evaluated as part of your call acceptance settings. (Inactive criteria aren't evaluated.) Active criteria are evaluated in the order listed (alphabetical by description), and call rejection is applied or bypassed based on criteria matches.


To add or edit Call Acceptance criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Call Features](#).


Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then later restore the user's access, all settings created through the edit process, including saved criteria, will be lost.

4. Click **Call Acceptance**. The Call Acceptance page appears.
5. To add new criteria, click  **Add Criteria** at the upper-right of the Call Acceptance section. The Add Call Acceptance Criteria page appears.

Note: To edit an existing item, under Actions, click the Edit icon . The Edit Call Acceptance Criteria page appears.

6. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active** if you want this criteria to be considered. To use this feature, at least one criteria must be active. To set up criteria to be used later, set the status to **Inactive**.
7. At the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.



- To choose a custom schedule, select **Custom Schedule**, then click **Select Schedule**. The Select Schedule window appears.
 - Search or browse for the schedule you want. To select the schedule, click the Action icon  in the Action column. That schedule is now selected.



8. **Set Accept Call(s) from.** Select one of these options:

- **Accept calls from Any Phone Number**—The system accepts a call from anyone.
- **Accept Calls from the Following Phone Numbers**—Specifies who to accept calls from.

To specify a phone number, select one or any combination of these settings:

- **Any Anonymous Number, and/or**
- **Any Unavailable Number, and/or**
- **Specific Number(s).**

If you select **Specific Number(s)**, in the **Phone Number** field, enter a phone number.

- To enter the first number, click  Add a Number.
- To add each subsequent number, click  Add a Number again.

You can add up to 12 numbers. Numbers can be up to 20 digits long. No phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.


International numbers entries are allowed and must start with + or 011.

You can't block numbers from within your enterprise from reaching this user. Extensions aren't allowed.

Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number, entry, and can't be used to replace the entire number. For example:
 - 732*
 - 8*
- A question mark (?) matches any single digit anywhere within a Specific Number entry. It can even replace the first digit of the number. For example:
 - ?52*
 - 73232049??

9. When you've finished adding numbers, click **Add**. A message confirms the change. You can now edit the criteria you've just created or add more criteria.

- To create exceptions to the rules you've created, at the upper-right of the **Regardless of above settings never accept calls matching section**, click  **Add Criteria**. The Add Call Acceptance Criteria page appears. Repeat steps 5 and 6.

Note: If you enter the same number in **Accept Calls Matching** and **Regardless of above settings never accept calls matching**, the **Accept Calls Matching** setting takes precedence and calls from that number will be accepted.







Set Call Acceptance

After you've added selective criteria, set the Call Acceptance feature for the user.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).

To set Call Acceptance

1. On the **Inbound Features** tab of the User Details page, under **Action**, click the Edit icon . The Call Acceptance page appears.
2. Under **Active** in the **Accept** calls matching section, check the checkbox for the setting you want.
Note: Checkboxes are available only when the page is in Edit mode.
3. In the **Regardless of above settings never accept calls matching** section, check the checkbox for the setting you want. (Optional)
4. To edit a setting, under **Actions**, click the Edit icon .
5. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Always

The Call Forwarding – Always feature enables you to redirect all incoming calls to another phone number.

Call Forwarding - Always redirects all incoming calls, and it takes precedence over most other Call Forwarding features. The only exception is Call Forwarding - Selective, which takes precedence for incoming calls that match that feature's selective criteria.

If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).


Forwarded callers are treated according to the **Forward Calls to** phone number's settings. For example, if the forwarded call is not answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

To set Call Forwarding – Always

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the Inbound **Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Call Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process will be lost.

4. At the right of **Call Forwarding – Always**, click the Edit icon  in the **Action** column. The Edit Call Forwarding Always page appears.
5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Always Status**.
6. In the **Forward Calls to** field, enter the number to which calls will be forwarded.

Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Always Status**.

The **Forward Calls to** number must be a phone number that's accessible based on this user's outgoing dialing restrictions.

7. If you want the user to be alerted when a call is forwarded, check **Play ring reminder when a call is forwarded**. (Ring reminders ring the forward-to phone once whenever a call is forwarded.)
8. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Busy

The Call Forwarding – Busy feature enables a user to redirect an incoming call to another number when it encounters a busy condition. The line is considered to be busy when too many active calls come through at once or when Call Acceptance or Call Rejection is in use.

Call Forwarding - Busy settings are superseded by Call Forwarding – Selective Call Acceptance, and Call Rejection if their selective criteria are set.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).


Forwarded callers are treated according to the Forward Calls to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

To set Call Forwarding – Busy

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process will be lost.

4. At the right of **Call Forwarding – Busy**, click the Edit icon  in the **Action** column. The Edit Call Forwarding Busy page appears.
5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Busy Status**.
6. In the **Forward Calls to** field, enter the number to which calls will be forwarded.
Note: Before you can enter a phone number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Busy Status**.
7. The **Forward Calls to** number must be a phone number that's accessible based on this user's outgoing dialing restrictions.
8. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - No Answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another phone number when an incoming call isn't answered within a specified number of rings. (Each ring cycle lasts 6 seconds.) You must specify the forward-to number and the number of rings before forwarding.

Call Forwarding - No Answer settings are superseded by these features (if they are enabled): Call Forwarding - Selective and Call Acceptance, and Call Rejection.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).

If Call Forwarding - Not Reachable is set for this user, and the Call Forwarding - Not Reachable timer expires before the specified number of ring cycles for Call Forward - No Answer have played, then the Call Forward - Not Reachable settings are applied.


Forwarded callers are treated according to the **Forward Calls to** phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

To set Call Forwarding – No Answer

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the User Details page.
3. On the **Inbound Features** tab of the [User Details page](#), in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About User Inbound Call Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process will be lost.

4. At the right of right of **Call Forwarding – No Answer**, click the Edit icon  in the **Action** column. The Edit Call Forwarding No Answer page appears.
5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding No Answer Status**.
6. In the **Forward Calls to** field, enter the number where calls will be forwarded.
Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** next to **Call Forwarding No Answer Status**.
7. The **Forward Calls to** number must be a phone number that's accessible based on this user's outbound dialing restrictions.
8. Select the number of times the phone will ring before the call is forwarded.
9. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Not Reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls will be redirected when the user's AT&T IP Flexible Reach phone number is unreachable.

These features take precedence over the Call Forwarding - Not Reachable feature (if they are active): Simultaneous Ring, Sequential Ring, Call Forwarding - Selective Call Acceptance, and Call Rejection.

Call Forwarding - Not Reachable is also invoked if:

- The Call Forwarding - Not Reachable timer expires before the specified number of ring cycles for Call Forward - No Answer have played.
- A caller routed to Simultaneous Ring presses # to skip the search sequence.

Forwarded calls are treated according to the Forward Calls to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the phone number originally called.


Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).

To set Call Forwarding – Not Reachable

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Call Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process will be lost.

4. At the right of **Call Forwarding – Not Reachable**, click the Edit icon  in the **Action** column. The Edit Call Forwarding Not Reachable page appears.
5. To turn call forwarding on, select **Enable** at the right of **Call Forwarding Not Reachable Status**.
6. In the **Forward Calls to** field, enter the number where calls will be forwarded.

Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Not Reachable Status**.

7. The **Forward Calls to** number must be a phone number that's accessible based on this user's outgoing dialing restrictions.
8. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Selective

Add or Edit Call Forwarding – Selective Criteria

Set Call Forwarding - Selective

The Call Forwarding – Selective feature enables you to define criteria that cause certain incoming calls to be redirected to another phone number. If an incoming call meets the specified criteria, the call is redirected to the specified number.

Forwarded calls are treated according to the **Forward Calls to** phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the phone number originally called.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see [Intercept Announcement](#).

Add or Edit Call Forwarding - Selective Criteria


You must set criteria before you can set up Call Forwarding – Selective, and you must set a Call Forwarding number before you can set criteria.

To add or edit Call Forwarding – Selective criteria

Prepare to add criteria


1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Features** tab of the User Details page, make sure that the feature availability is set to **Yes**. For instructions on how to set availability, see [About Inbound User Call Features](#).


Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process, including saved criteria, will be lost.



4. At the right of **Call Forwarding – Selective**, click the Edit icon  in the **Action** column. The Call Forwarding Selective page appears.
5. Set the **Call Forwarding Selection Status** value to **Enable**.
6. In the **Default call forward to field**, enter the number where calls will be forwarded.
7. Check **Play ring reminder when a call is forwarded** (Optional). (Ring reminders cause the forward-to phone to ring once whenever a call is forwarded.)
8. At the bottom of the page, click **Save**.



Add (or edit) criteria

1. To add new criteria, click  **Add Criteria** at the upper-right of the **Forward Calls Matching** section. The Add Call Forwarding Selective Criteria page appears.

Note: To edit an existing item, click the Edit icon  in the **Actions** column. The Edit Call Forwarding Selective page appears.
2. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.
3. Set **Forward Call(s) from**. Select one of these choices:
 - Forward calls from Any Phone Number—Calls from anyone will be forwarded.
 - Forward Calls from the Following Phone Numbers—Specifies whose calls are forwarded. You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, **Specific Number(s)**.

With **Specific Number(s)**, enter a phone number in the **Phone Number** field.
 - To enter the first phone number, click  **Add a Number** and enter the number.
 - To add each subsequent number, click  **Add a Number** again.


You can add up to 12 phone numbers. Numbers can be up to 20 digits long, and no phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed and must start with + or 011.

You can't block numbers from within your enterprise from reaching this user

Extensions aren't allowed.

Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number, entry, can't be used to replace the entire number. For example:
 - 732*
 - 8*
 - A question mark (?) matches any single digit anywhere within a Specific Number entry. It can even replace the first digit of the number. For example:
 - ?52*
 - 73232049??
4. When you've finished adding numbers, click **Add**. A message confirms the change.
 5. Edit the criteria you've just created, or add more criteria. At the top of the page, click **Go back to Call Forwarding – Selective**.
 6. To create exceptions to the rules you've created, at the upper-right of the **Regardless of above settings never forward calls matching section**, click  **Add Criteria**. The Add Call Forwarding - Selective Criteria page appears. Repeat steps 2 and 3.




Note: If you enter the same number in **Forward Calls Matching** and **Regardless of above settings never forward calls matching**, the **Forward Calls Matching** setting takes precedence and calls from that number will be forwarded.

Set Call Forwarding – Selective

After you've set Call Forwarding – Selective criteria, you're ready to set the feature.

To set Call Forwarding – Selective

1. On the **Features** tab of the [User Details page](#), in the **Action** column, click the Edit icon  at the right of **Call Forwarding – Selective**. (Or, if you've just finished adding or editing criteria, at the top of the page click **Go back to Call Forwarding – Selective**.) The Edit Call Forwarding Selective page appears.
2. In the **Forward Calls Matching** section, under **Active**, verify that at least one checkbox is checked next to the criteria you want to be considered.
Note: Checkboxes are available only when the page is in Edit mode.
3. In the **Regardless of above settings never forward calls matching** section, under **Active**, check the checkbox next to the setting you want. (Optional)
4. Click **Save**. A message confirms the change, and the user can now use the feature.



Manage Inbound User Call Features—Call Rejection

[Add or Edit Call Rejection Criteria](#)
[Set Call Rejection](#)

The Call Rejection feature enables the user to define criteria that reject certain incoming calls. If an incoming call meets the specified criteria, the call is blocked, and the caller is informed that the user doesn't want to receive the call.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see [Intercept Announcement](#).




Add or Edit Call Rejection Criteria

Before Call Rejection can be used, you must add rejection criteria.

To add or edit Call Rejection criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.
For instructions on how to set availability, see [About Inbound User Call Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process, including saved criteria, will be lost.



4. On the User page, click **Call Rejection**. The Call Rejection page appears.
5. To add new criteria, click  **Add Criteria**. The Add Call Rejection Criteria page appears.
Note: To edit an existing item, click the Edit icon  in the **Actions** column. The Edit Call Rejection Criteria page appears.
6. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active** if you want this criteria to be considered. At least one criteria must be active in order to use the feature. To set up criteria to be used at some other time, set the status to **Inactive**.
7. At the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.
 - To choose a custom schedule, select **Custom Schedule**, then click **Select Schedule**. The Select Schedule window appears.
 - Search or browse for the schedule you want. To select the schedule, click the Select icon  in the **Action** column. That schedule is now selected.
8. Set **Reject Call(s) from**. Select one of these options:



- **Reject calls from Any Phone Number**—Calls from any number are rejected.
- **Reject Calls from the Following Phone Numbers**—Specifies who to reject calls from.

You can specify a phone number by selecting one or a combination of **Any Anonymous Number**, **Any Unavailable Number**, or **Specific Number(s)**.

If you select **Specific Number(s)**, enter a phone number in the Phone Number field.

- To enter the first number, click  **Add a Number**.
- To add each subsequent number, click  **Add a Number** again.

You can add up to 12 numbers to reject.

Numbers can be up to 20 digits long. No phone number format validation is enforced, but you must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed and must start with + or **011**.


You can't block numbers from within your enterprise from reaching this user.

Extensions are not allowed.

Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number, entry, can't be used to replace the entire number. For example:
 - 732*
 - 8*
- A question mark (?) matches any single digit anywhere within a Specific Number entry. It can even replace the first digit of the number. For example:
 - ?52*
 - 73232049??

9. When you've finished adding numbers, click **Add**. A message confirms the change.

- You can now edit the criteria you've just created, or add more criteria.
- To create exceptions to the rules you've created, click  **Add Criteria** at the upper-right of the **Regardless of above settings never reject calls matching** section. The Add Call Rejection Criteria page appears. Repeat steps 3-5.



Note: If you enter the same number in **Reject Calls Matching** and **Regardless of above settings never reject calls matching**, the **Reject Calls Matching** setting takes precedence and calls from that number will be rejected.

Set Call Rejection

After you've set Call Rejection criteria, you're ready to set the feature.



To set Call Rejection

1. On the **Features** tab of the [User Details page](#), to the right of **Call Rejection**, click the Edit icon  in the **Action** column. The Edit Call Rejection page appears.
2. In the Reject **Calls Matching** section, under **Active**, verify that at least one checkbox is checked next to the criteria you want to be considered.
Note: Checkboxes are available only when the page is in Edit mode.
3. In the **Regardless of above settings never reject calls matching** section, check the checkbox next to the setting you want. (Optional)
4. To edit a setting, click the Edit icon  in the **Actions** column.
5. Click **Save**. A message confirms the change.



Manage Inbound User Call Features— Intercept Announcement

Overview

Use Intercept Announcement

Edit a User's Intercept Announcement Settings

Overview

The Intercept Announcement feature plays a message when a user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. Use these announcements to provide call routing options along with other useful information.

Use Intercept Announcement

Intercept Announcement gives enterprises the ability to give callers useful information. The default announcement informs callers that the number they've called is out of service. Intercept Announcement can also give callers the user's new phone number and enable users to press **0** to be transferred to a new number that you determine. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can also record and upload custom announcements.

Note: When Intercept Announcement is turned on, users in the group cannot make outbound calls. Emergency calls and calls to other users in this enterprise are still allowed.

Edit a User's Intercept Announcement Settings

You can edit the intercept announcement settings for any user in your enterprise.

Note: When you change the settings for a group, you change the settings for every group user who doesn't have custom intercept announcement settings. User-level settings override group-level settings.

To edit a user's intercept announcement settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [User List page](#) appears.
2. Click a user's name. The [User Details page](#) appears.
3. Click the **Inbound Features** tab. The Inbound Features List view of the User Details page appears.
4. Click **Intercept Announcement**. The Intercept Announcement page appears.
5. Click **Edit**. The page appears in Edit mode.
6. At the right of **Intercept Announcement Status**, click **Enable** to turn the feature on. To turn the feature off, click **Disable**.
7. To the right of Announcement Type, select Default or Custom.
 - To play a default announcement that says the number has been disconnected, select **Default**.



- To play a custom recorded announcement, select **Custom**. To upload a new custom announcement, click **Upload New**.
8. Select more options.
- To play an additional announcement that provides callers with an alternate phone number, to the right of **Announcement Options**, select **Play new phone number** and enter the new phone number in the text box.
 - To play an announcement that prompts callers to press **0** if they want to be transferred, to the right of **Announcement Options**, select **Transfer on '0' to phone number**. In the text box, enter the phone number where the call will be transferred.
9. To save your edits, click **Save**. To discard your changes, click **Cancel**. To return to the main Settings page, at the top of the Profile view page, click **Back to all Settings**.



Manage Inbound User Call Features—Max DID Policing


The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

To set Max DID Policing

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the Edit process will be lost.

4. At the right of **Max DID Policing**, click the Edit icon  in the **Action** column. The Max DID Policing page appears.
5. To apply Max DID Policing, to the right of **Max DID Policing Status**, select **Enable**. To disable Max DID Policing, select **Disable**.
6. In the **Maximum Concurrent Calls for User** field, enter a number between 1 and 500.
7. Click **Save**. A message confirms the change.



Manage Inbound User Call Features— Sequential Ring

Add or Edit Sequential Ring Criteria

Set Sequential Ring

The Sequential Ring feature enables a user to define a “find-me” list of phone numbers that ring sequentially when incoming calls match specified criteria. (For example, if the user can’t be reached at the first number, the service tries the second number. If the user can’t be reached at the second number, the service tries the third number, and so on.) The caller hears a greeting, followed by periodic announcements.

You can ring up to five numbers in a specified order.

Note: A user can't use Sequential Ring and Simultaneous Ring at the same time. If both features are set to Enabled, Sequential Ring takes precedence. (If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see [Intercept Announcement](#)).

Add or Edit Sequential Ring Criteria



With Sequential Ring, you must add criteria before the feature can be used.

To add or edit Sequential Ring criteria


1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user’s name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Call Features](#).

Caution: If you give a user access to a particular feature, remove that user’s access to the feature, and then restore the user’s access, all settings created through the Edit process, including saved criteria, will be lost.

4. Click **Sequential Ring**. The Sequential Ring page appears.
5. To add new criteria, click  **Add Criteria**. The Add Sequential Ring Criteria page appears.
(To edit an existing item, click the Edit icon  in the **Actions** column at the right of Sequential Ring. The Edit Sequential Ring Criteria page appears.)
6. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.
7. At the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.





- To choose a custom schedule, select **Custom Schedule**, then click **Select Schedule**. The Select Schedule window appears.
- Search or browse for the schedule you want. To select the schedule, click the **Select** icon  in the **Action** column. That schedule is now selected.

8. Set **Ring on call(s) from**. Select one of these two choices:

- **Any Phone Number**—Calls from anyone ring, and, if there's no answer, the call is forwarded to the next number in the specified sequence.
- **Following Phone Numbers**—Specifies which calls ring and are forwarded through the specified sequence.

You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, **Specific Number(s)**.

- If you select **Specific Number(s)**, enter a number in the Phone Number field.
- To enter the first number, click  Add a Number.
- To add each subsequent number, click  Add a Number again.

You can add up to 12 numbers.

Numbers can be up to 20 digits long, and no phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed, and must start with **+** or **011**.

You can't block numbers from within your enterprise from reaching this user.


Extensions aren't allowed.

Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number, entry can be used to replace the entire number. For example:
 - 732*
 - 8*
- A question mark (?) matches any single digit anywhere within a Specific Number entry. It can even replace the first digit of the number. For example:
 - ?52*
 - 73232049??

9. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or add more criteria.

To create exceptions to the rules you've created, click  **Add Criteria** at the upper-right of the **Regardless of above settings use Sequential Ring for calls matching** section. The Add Call Acceptance Criteria page appears. Repeat steps 4 and 5.





Note: If you've entered the same phone number in For Calls Matching and **Regardless of above settings never use Sequential Ring for calls matching**, the **For Calls Matching** setting takes precedence, and calls from that number will be forwarded through your sequence.

Set Sequential Ring

After you've set Sequential Ring criteria, you're ready to set the feature.

To set Sequential Ring

1. On the **Inbound Features** tab of the User Details page, click the Edit icon  in the **Actions** column at the right of **Sequential Ring**. The Edit Sequential Ring page appears.
2. At the right of **Sequential Ring Status**, select **Enable to allow the user to access the feature**.
3. Scroll down to the **For calls matching:** section. Make sure that at least one criteria is selected in the **Active** column.
4. After you've selected the criteria, specify how the system responds. Select from the following settings:
 - **Ring my number first**
 - If you selected **Ring my number first**, at the right of Ring my number <x> times, select a value from the drop-down list.
 - Select whether you want to **Continue the search process if the base location is busy/unavailable**.
 - Allow callers to interrupt the sequence ring by pressing #.
5. In the **Add Numbers to be called sequentially** section, click  **Add a number** to add new phone numbers.
 - Enter the new phone number.
 - Select the number of times the phone will ring before sending the call to the next number in the sequence.

Note: To prevent voice mail from picking up a call in the sequence, set the number of rings appropriately. For example, if voicemail is set to pick up a call after 3 rings, set **Number of Rings** to 2 so voicemail won't pick up.

- In the **Answer confirmation required** column, specify whether users must confirm when they answer.
- **Yes** means an actual person must answer the phone to end the call forwarding sequence.
- **No** means voicemail can answer and end the sequence.

To add more numbers, click  **Add a number** again.

Note: You must be in Edit mode to add numbers.



6. In the Regardless of above settings never use Sequential Ring for calls matching section, under Active, check the checkbox next to the setting you want. (Optional)
7. **Note:** Checkboxes are available only when the page is in **Edit** mode.
8. Click **Save**. A message confirms the change.

Note: In cases where the same number is entered in **For Calls Matching** and **Regardless of above settings never use Sequential Ring for calls matching**, the **For Calls Matching** setting takes precedence and calls from that number will be forwarded.



Manage Inbound User Call Features— Simultaneous Ring

[Add or Edit Simultaneous Ring Criteria](#)
[Set Simultaneous Ring](#)

The Simultaneous Ring feature enables a user to set up to 10 phone numbers to ring simultaneously when any calls are received on the AT&T IP Flexible Reach phone number. The first phone to be answered is connected.

Note: A user can't use Simultaneous Ring and Sequential Ring at the same time. If both features are set to **Enabled**, Sequential Ring takes precedence. (If enabled, the Intercept Announcement feature takes precedence over all other active features and criteria. For details, see [Intercept Announcement](#).)

Add or Edit Simultaneous Ring Criteria


With Simultaneous Ring, you must add criteria before the feature can be used.



To add or edit Simultaneous Ring criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Call Features](#).

Caution: If you give a user access to a particular feature, remove that user's access to the feature, and then restore the user's access, all settings created through the edit process, including saved criteria, will be lost.

4. Click **Simultaneous Ring**. The Simultaneous Ring page appears.
5. To add new criteria, click  **Add Criteria**. The Add Simultaneous Ring Criteria page appears.

Note: To edit an existing item, at the right of Simultaneous Ring, click the Edit icon . The Edit Simultaneous Ring Criteria page appears.
6. In the **Description** field, enter or edit the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.
7. At the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.
 - To choose a custom schedule, select Custom Schedule, then click **Select Schedule**. The Select Schedule window appears.
 - Search or browse for the schedule you want. To select the schedule, click the Select icon  in the **Action** column. That schedule is now selected.





8. Set **Ring on call(s) from**. Select one of these two choices:

- Any Phone Number— Calls from anyone will ring the specified phone numbers simultaneously.
- Following Phone Numbers—Specifies whose calls ring the specified phone numbers simultaneously.

You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, **Specific Number(s)**.

If you select **Specific Number(s)**, enter a number in the **Phone Number** field.

- To enter the first number, click  **Add a Number**.
- To add each subsequent number, click  **Add a Number** again.

Add the phone numbers to ring simultaneously, and select an **Answer confirmation required** setting. If **Answer confirmation required** is **Yes**, the user at that phone number will be prompted to enter a single-digit code to accept of each Simultaneous Ring call.

You can add up to 12 numbers.

Numbers can be up to 20 digits long. No phone number format validation is enforced, but you must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed, and must start with **+** or **011**.

You can't block numbers from within your enterprise from reaching this user.


Extensions are not allowed.

Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number, entry, can be used to replace the entire number. For example:
 - 732*
 - 8*
- A question mark (?) matches any single digit anywhere within a Specific Number entry. It can even replace the first digit of the number. For example:
 - ?52*
 - 73232049??

9. When you've finished adding numbers, click **Add**. A message confirms the change.

10. You can now edit the criteria you've just created, or add more criteria.

To create exceptions to the rules you've created, click  **Add Criteria** at the upper-right of the **Regardless of above settings never use Simultaneous Ring for calls matching section**. The Add Call Acceptance Criteria page appears. Repeat steps 4 and 5.


Note: If you've entered the same phone number in **For Calls Matching** and **Regardless of above settings never use Simultaneous Ring for calls matching**, the **For Calls Matching** setting takes precedence, and calls from that number will be accepted.



Set Simultaneous Ring

After you've set Simultaneous Ring criteria, you're ready to set the feature.

To set Simultaneous Ring

1. On the **Features** tab of the [User Details page](#), in the **Action** column at the right of **Simultaneous Ring**, click the Edit icon . The Simultaneous Ring page appears.
2. To set criteria, in the **For Calls Matching section**, under **Active**, verify that at least one checkbox is checked next to the criteria that you want.
3. In the **Add Numbers to be called simultaneously section**, under **Answer confirmation required**, specify whether users must confirm when they answer.
 - **Yes** means an actual person must answer the phone to end Simultaneous ring.
 - **No** means voicemail can answer and end the simultaneous ring.
4. In the **Regardless of above settings never use Simultaneous Ring for calls matching** section, under **Active**, check the checkbox next to the setting you want. (Optional)
5. Click **Save**. A message confirms the change.

Note: Checkboxes are available only when the page is in Edit mode.



Group Management

Click the links below to learn how to search for groups by name or ID, how to manage groups, group users, and group trunk groups, and more.

Topic	Description
About Groups	Learn about the different types of groups and their functions.
Group List Page	Learn about the main Group List page, and how to search and browse for groups.
Group Details Page	Learn about the Group Details page, and what you can do from that page.
Search for and View Groups	Search for, browse, and view groups you're looking for.
Edit a Group Name	Update the name of a group.
Download the Group ID and Name List	Download a list of the names and IDs of all the groups you manage.
Download the Group Users List	Download a list of all the users in a particular group.
View Group Trunk Groups	Find and view a group trunk group.
View and Manage Group Users	Learn about what an Enterprise Administrator can do with group users.
Manage Group Schedules	Learn how to create, edit, and delete schedules and events at a group level.
Group Feature Access Codes (FACs)	Manage FAC codes for a group.
Manage Group Settings	Get an overview of group settings, including mandatory and optional account codes, dial restrictions, and authorization codes.



About Groups

A group is a set of users who share certain things in common—most notably, the group trunk group used to access their site or location. Managing groups is an important part of your job as an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal.

A group has:

- A unique location dialing code.
- A single extension length.
- A set of assigned telephone numbers.
- A set of users assigned to those telephone numbers.

A group is uniquely identified by its group ID, which is a 9-digit number. It also has a unique group name.

You can:

- Search for groups by name or group ID.
- Manage group profiles, including editing group names.
- Manage group feature access codes (FACs).
- Download a list of group names and IDs for all the groups you manage.
- Download a list of all the users in a particular group.
- Download a list of all the group public number ranges.
- Manage individual users in a group.
- Create, edit, and delete schedules and events for a group.
- Manage account codes, authorization codes, dial restrictions, and intercept announcements for a group.
- Manage a group's users in bulk.



Group List Page

Page Overview

Search and Browse for Groups

The Group List page is a searchable list of all the groups in your enterprise. From the Group List page, you can search for, browse for, view, and manage groups.

To access the Group List page, open the Customer Portal. In the main menu bar of any page, click **RESOURCES**, and then click **Group**, immediately below.

Page Overview

The screenshot shows the 'Group (5)' page. At the top is a search bar with a dropdown menu for 'Group Name', a 'Contains' dropdown, a text input field, and a 'Search' button. Below the search bar is a table with the following data:

Group Name	Group ID	Dial Plan	Action
TestGroup1	000000001	Public and Private	
TestGroup2	000000002	Public and Private	
TestGroup3	000000003	Public and Private	
TestGroup4	000000004	Private Only	

Things you can do from the Group List page:



- To find a particular group, use the Search tool.
- To browse, scroll or page through the list.
- To sort the list by **Group Name**, **Group ID**, or **Dial Plan**, click the column headers.
- To view a group, click the group name or ID.
- To open a group profile and edit the name, under **Action**, click the Edit icon

Search and Browse for Groups

You can search and browse for specific groups to manage. To view that group's information, click a group name or ID.



To search or browse for groups

1. If the Search tool isn't open, click the arrow  **Search**. The tool opens.
2. From the left drop-down list, select **Group Name**, **Group ID** or **Dial Plan**.
3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field on the right, enter a search term.
If you selected **Dial Plan** from the left drop-down list, select **All Dial Plans**, **Public Only**, or **Private Only**.
5. Click **Search**.
To browse for groups, scroll or page through the list. To jump to a particular page, click the Down arrow to the right of the page numbers .



Group Details Page

[Overview](#)

[Profile Tab](#)

[Group Trunk Group Tab](#)

[Group Users Tab](#)

[Schedules Tab](#)

[FAC Codes Tab](#)

[Settings Tab](#)

Overview

From a Group Details page, you can view the group profile, edit the group name, view group trunk groups, search for and manage group users, and manage group schedules, feature access (FAC) codes, and settings. Group settings include account codes, authorization codes, and dial restrictions.

To access a Group Details page

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, then click **Group** directly below. The [Group List page](#) appears.
2. Click a group name or ID from the [Group List page](#), or from search results.

Group: 000204212 City(212) - 000204212

Profile | Group Trunk Group | Group Users | Schedules | FAC Codes | Settings

[Edit](#)

Group Name:	TestGroup1
Group ID:	000000001
Group Address:	123 Any St. Anytown, OH 44313
Group Time Zone:	(GMT-07:00) (US) Pacific Time
Dial Plan Type:	Public and Private
Group PBX TN:	777-555-1111
Group Code:	000

Profile Tab

From the **Profile** tab, you can view a group's profile information, including the group name, ID, address, time zone, default trunk call routing scheme, dial plan type, phone number, and group code. You can edit the group name.



For more information, see: [Edit a Group Name](#)

Group Trunk Group Tab

From the **Group Trunk Group** tab, you can search for and view group trunk groups.

For more information, see: [About Group Trunk Groups](#)

Group Users Tab

From the **Group Users** tab, you can search and browse for users, and download a list of all the users in this group.

For more information, see:

- [About Users](#)
- [Download the Group Users List](#)

Schedules Tab

From the **Schedules** tab, you can search for, view, and edit schedules for this group, for your enterprise, and for individual users. You can also create and delete schedules and events.

For more information, see: [About Schedules](#)

FAC Codes Tab

From the **FAC Codes** tab, you can manage feature access (FAC) codes for this group. You can view and edit the FAC codes used by your enterprise, and you can download the list of FAC codes currently assigned to this group.

For more information, see: [Group Feature Access Codes \(FACs\)](#)

Settings Tab

From the **Settings** tab, you can manage account codes, dial restrictions, and authorization codes for this group and for individual users.

For more information, see:


- [About Account Codes](#)
- [About Authorization Codes](#)
- [About Dial Restrictions](#)




Search for and View Groups

You can search and browse for groups to manage. To view a group's information, click the group's name or ID.

To search or browse for groups

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. If the Search tool isn't open, click the arrow  to open it.
3. From the left drop-down list, select **Group Name**, **Group ID** or **Dial Plan**.
4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
5. In the field at the right, enter a search term.
If you selected **Dial Plan** from the left drop-down list, select **All Dial Plans**, **Public Only**, or **Private Only**.
6. Click **Search**.

To browse for groups, scroll or page through the list that appears. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Edit a Group Name

From the AT&T IP Flexible Reach Customer Portal, you can edit a group's name from that group's **Profile** tab.

To edit a group name

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name or ID. The [Group Details page](#) opens on the **Profile** tab. The Profile view of the Group Details page appears.
3. Click **Edit**. The Profile view appears in Edit mode.
4. In the **Group Name** field, edit the group name.
5. Click **Save**.



Download the Group ID and Name List

Using a spreadsheet can be a good way to keep track of the ID numbers and names for the groups in your enterprise.

From the **Group Name Search** tile, which appears on every page in the AT&T IP Flexible Reach Customer Portal, You can download a CSV (comma-separated values) file that contains a complete list of the ID numbers and names of the groups in your enterprise.

To download the group ID and name list

1. In the **Group Name Search** tile on any Customer Portal page, click **Download group ID/name list**. A File Download window opens.
2. Click **Save**. The file is downloaded to your default download directory, or you can select a different location.

You can also download a list of a specific group's users.



Download the Group Users List

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can download a list of a specific group's users.

To download a group's user list

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Search or browse for the group you want, and then click the group name. The [Group Details page](#) for that group appears.
3. Click the **Group Users** tab. The Group Users view of the Group Details page appears.
4. Below the **Search** button, click **Download Group Users List**. A File Download window opens.
5. Click **Save**. The file, which contains the names and ID numbers of all users in the group, is downloaded to your default download directory, or you can select a different location.

You can also [download a list of all the group IDs and names in your enterprise](#).



View a Group Trunk Group

You can search for, browse for, and view group trunk groups from the **Group Trunk Group** tab on a [Group Details page](#) and from the [Group Trunk Group List page](#).

To view group trunk groups from an Individual Group page


1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name. The [Group Details page](#) appears.
3. Click the **Group Trunk Group** tab. The [Group Trunk Group List page](#) appears.


To view group trunk groups from the main Group Trunk Group List page

- From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The Group Trunk Group List page appears.

To search or browse for group trunk groups

From a Group Details page, or from the Customer Portal menu bar, open the Group Trunk Group List page.

1. If the Search tool isn't open, click the arrow  to open it.
2. In the field at the right, enter a group trunk group name.
3. Click **Search**.

To browse for group trunk groups, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



View and Manage Group Users

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the users of a group individually or in bulk.

For more information, see [About Users](#)

Find a Group User

To find a particular group user, you can search for the user by first name, last name, public number, or extension. Search from the [Users List page](#) or from the **Group Users** tab on a [Group Details page](#).

For more information, see [Search for and View Users](#).

Download a List of Users in a Group

You can download a spreadsheet containing the names and ID numbers of all the users in a particular group.

For more information, see [Download the Group Users List](#)

Manage a Group's Users in Bulk

You can manage the following features for a group's users all together, in bulk:

- Option list
- Account codes
- Inbound call features
- Authorization codes
- Dial restrictions
- Trunk call routing reassignment results
- Users' Premier access
- User names

For more information, see [Manage Users in Bulk](#)



Manage Group Schedules

[Create a Schedule for a Group](#)

[Add an Event to a Group's New Schedule](#)

[Manage a Group's Schedules and Events](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create schedules at the enterprise, group, and individual user level. Group administrators can create, edit, and delete group-level schedules for the group they manage.

A schedule contains one or more events. These events can occur once, or you can set them up to recur on a regular schedule.

You can create, edit, and delete schedules, as well as add, edit, and delete events within a schedule.

For more information, see [About Schedules and Events](#)

Create a Schedule for a Group

When you create a schedule for an enterprise that a group is part of, the group is automatically added to that enterprise schedule. You can also create a schedule for just a specific group.

To create a schedule for a group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name or ID. The [Group Details page](#) appears.
3. Click the **Schedules** tab. The Schedules page appears.
4. Click **Create Schedule**. The Create Schedule page appears.
5. Enter a name for the schedule.
6. Set the schedule type: **Holiday** (for a holiday schedule) or **Time** (for all other schedules).
7. Under Schedule Level, select Group.
8. Click **Create**. The Schedule Details page for the new schedule appears.


Note: After you've created the schedule, you must add one or more events to it.

Add an Event to a Group's New Schedule

For a schedule to work, you must add one or more events to it. The Initial Event is the template for recurring events.

To add an event to a new group schedule

After you've created a schedule, the [Schedule Details page](#) appears.

1. On the Schedule Details page, click the schedule name. The Schedule Details page appears.
2. Click  **Add Event**. The Add Event page appears.
3. In the **Initial Event Details** tile, enter an event name.





4. Set a start date and end date for the event.
5. Set a start time and end time for the event.
6. Set how often you want this event to recur. In the **Event Recurrence Details** tile, select **Daily**, **Weekly**, **Monthly**, or **Yearly** from the drop-down list.
Note: If this is a one-time event, don't set **Event Recurrence**.
7. Select the recurrence details, and then select a recurrence end date.
Note: If you want the event to continue on a daily, weekly, monthly, or yearly basis, you don't need to set a recurrence end date.
8. Click **Add**. The Schedule Details page appears.

To add more events to this schedule, click  **Add Event** and follow steps 2 through 7.




Manage a Group's Schedules and Events

You can edit and delete a group's schedules. You can also add, edit, and delete events to a group's schedule.

To manage a group's schedules

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name or ID. The [Group Details page](#) appears.
3. Click the **Schedules** tab. The [Schedules List page](#) appears.
 - To edit a schedule, under **Actions**, click the **Edit** icon . (For more information, see [Edit a Schedule](#).)
 - To delete a schedule, under **Actions**, click the **Delete** icon . (For more information, see [Delete a Schedule](#).)

To manage a group's scheduled events

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name or ID. The [Group Details page](#) appears.
3. Click the **Schedules** tab. The Schedules page appears.
4. Click the schedule you want to work with. The [Schedule Details page](#) appears.
5. Scroll down to the **Events** tile, and do one of these things:
 - To create a new event, click  **Add Event**.
 - To edit an event, under **Actions**, click the **Edit** icon .
 - To delete an event, under **Actions**, click the **Delete** icon .



Group Feature Access Codes (FACs)

Overview

[Use Feature Access Codes](#)

[Edit a Group's FAC Codes](#)

[Download a Group's FAC Codes List](#)

Overview

A feature access code (FAC) is the key sequence you press on a phone to enable or disable a feature. For example, if Anonymous Call Rejection Activation is set to *77, you presses ***77** on the phone to activate that feature.

Feature access codes are also called star (*) and pound (#) codes.

Many of the FAC codes activate inbound call features, such as Call Forwarding Always and Call Forwarding Busy. Some are used with outbound call features, such as Per Call Account Codes. Other FAC codes, such as Customer Originated Trace and feature interrogation codes, have no AT&T IP Flexible Reach Customer Portal equivalents.

A set of default FAC codes exists for every group. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can view and edit the values for any of the FAC codes within a group.

Each FAC code must have a Main value. You can also add an Alternate value that the user can enter to enable or disable the feature.

You can also download a list of FAC codes for any group.

Use Feature Access Codes

The following table details available feature access codes (FACs) and how they work. As an Enterprise Administrator for the Customer Portal, you can edit the FAC code values.

Name	Default Value	Description
Anonymous Call Rejection Activation	*77	Activates the Anonymous Call Rejection feature. Calls that have no caller ID attached are rejected. For more information about, see Anonymous Call Rejection
Anonymous Call Rejection Deactivation	*87	Deactivates the Anonymous Call Rejection feature.
Anonymous Call Rejection Interrogation	*52*	Tells the user the status of Anonymous Call Rejection (Active or Inactive).



Name	Default Value	Description
Call Forwarding Always Activation	*72	Activates the Call Forwarding Always feature, which redirects incoming phone calls to another number. To activate the feature, the user enters the feature access code, and then enters the phone number where calls are to be redirected. For more information, see Call Forwarding Always
Call Forwarding Always Deactivation	*73	Deactivates the Call Forwarding Always feature. Calls ring on the user's primary phone number, unless the user has set up another service such as Call Forwarding Busy or Call Forwarding No Answer.
Call Forwarding Always Interrogation	*21*	Tells the user the status of Call Forwarding Always (Active or Inactive). If status is Active, the user also hears the destination phone number where calls are forwarded.
Call Forwarding Busy Activation	*90	Activates the Call Forwarding Busy feature, which redirects incoming phone calls to another number when the primary phone number is busy. After entering the feature access code, the user enters the phone number where calls are to be redirected. For more information, see Call Forwarding Busy
Call Forwarding Busy Deactivation	*91	Deactivates the Call Forwarding Busy feature. Calls ring on the primary phone number unless the user has set up another feature such as Call Forwarding Always or Call Forwarding No Answer.
Call Forwarding Busy Interrogation	*67*	Tells the user the status of Call Forwarding Busy status (Active or Inactive). If status is Active, the user hears the destination phone number.
Call Forwarding No Answer Activation	*92	Activates Call Forwarding No Answer, which redirects phone calls when the user doesn't answer a call to the primary phone number. After entering the FAC code, the user enters the phone number where calls are to be redirected. For more information, see Call Forwarding No Answer
Call Forwarding No Answer Deactivation	*93	Deactivates Call Forwarding No Answer. Calls ring on the primary phone number, unless the user has set up another feature such as Call Forwarding Always.
Call Forwarding No Answer Interrogation	*61*	Tells the user the status of Call Forwarding No Answer (Active or Inactive). If status is Active, the user also hears the destination phone number.



Name	Default Value	Description
Call Forwarding Not Reachable Activation	*94	Activates Call Forwarding Not Reachable, which redirects phone calls when the user's primary phone number can't be reached. After entering the FAC code, the user enters the phone number where calls are to be redirected. For more information, see Call Forwarding Not Reachable .
Call Forwarding Not Reachable Deactivation	*95	Deactivates Call Forwarding Not Reachable. Calls ring on the primary phone number, unless the user has set up another feature such as Call Forwarding Always or Call Forwarding Selective.
Call Forwarding Not Reachable Interrogation	*63*	Tells the user the status of Call Forwarding Not Reachable (Active or Inactive). If status is Active, the user also hears the destination phone number.
Customer Originated Trace	*57	The user can enter this FAC code in response to a call deemed malicious in nature. When a user enters *57 , it triggers an alarm in the AT&T network about the previous call to the user, and it adds the alarm identifier to the associated call detail record (CDR) recorded for the call.
No Answer Timer	*610	Sets the number of rings before No Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ring features. The user enters the FAC code, and then enters the number of rings to set.
Per-Call Account Code	*71	Used with the Optional account code service. Users assigned to the Optional account code service have the option of entering an account code when making a call. When making a call, the user enters this FAC code. The user is then prompted to enter the optional account code. For more information, see About Account Codes
Selective Call Forwarding Activation	#76	Activates Call Forwarding Selective, which enables the user to define criteria that cause certain incoming calls to be redirected to another phone number. If an incoming call meets the specified criteria, the call is redirected to the specified number. For more information, see Call Forwarding Selective
Selective Call Forwarding Deactivation	#77	Deactivates Call Forwarding Selective. Calls ring on the primary phone number, unless the user has set up another service such as Call Forwarding Always.



Name	Default Value	Description
Selective Call Rejection Interrogation	*51*	Tells the user the Selective Call Rejection status (Active or Inactive). If Active, the user can define criteria that cause certain incoming calls to be rejected. For more information, see Call Rejection

Edit a Group's FAC Codes

You can edit FAC codes for any group in your enterprise.

Note: When you change a FAC code for a group, you change the code for every user in the group

To edit a group's FAC codes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name. The [Group Details page](#) appears.
3. Click the **FAC Codes** tab. The Feature Access Code view of the Group Details page appears.
4. Click **Edit**. The page appears in Edit mode.
5. In the **Main** FAC code boxes, edit the codes. Every FAC code must have a **Main** value.
A FAC code can be up to five characters long and must be unique across both the Main and Alternate values for all features. Start each FAC code with a * or # to distinguish it from an extension.
6. Enter **Alternate** codes (optional). You can use alternate FAC codes in addition to main FAC codes.
7. To save your edits, click **Save**. To discard your changes, click **Cancel**.
8. To return to the main Group page, at the top of the Profile view page, click **Back to Group**.

Download a Group's FAC Codes List

You can download a list of all the FAC codes assigned to a particular group.

To download a group's FAC code list

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group name. The [Group Details page](#) appears.
3. Click the **FAC Codes** tab. The Feature Access Code view of the Group Details page appears.
4. Above the **Edit** button, click **Download FAC Codes**. A File Download window opens.
5. Click **Save**. The file is downloaded to your default directory, or you can select a different location.



Manage Group Settings

[Open a Group's Settings Tab](#)

[Manage Account Codes](#)

[Manage Dial Restrictions](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage a group's account codes, dial restrictions, and authorization codes.

Open a Group's Settings Tab

To manage group settings, you first open a group's **Settings** tab, and then add, edit, or delete account codes and dial restrictions.

To open a group's Settings tab

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group name. The [Group Details page](#) appears.
3. Click **Settings**. The Settings view of the Group Details page appears.

Now you're ready to manage account codes and dial restrictions.

Manage Account Codes

To manage a group's account codes, use the **Account Codes** tile on the **Settings** tab.

- Account codes track specific calls associated with certain accounts.
- Users assigned to the Mandatory Account Code service must enter an account code when making all calls outside the group.
- Users assigned to the Optional Account Code service can enter an account code when making a call outside the group, but it's not required.

For more information, see [About Account Codes](#)

To manage account codes

From the **Account Codes** tile:

- Click **Manage Account Codes** to open the Manage Account Codes page. From here you can:
 - Edit account code length.
 - Download the group's Account Codes List.
 - Search for account codes.
 - Add new account codes.
 - Edit existing account codes.
 - Delete account codes.



- Click **Manage Mandatory Account Codes User List** to open the list of users assigned to mandatory account codes. From here you can:
 - Search for users assigned to mandatory account codes.
 - Download a list of users assigned to mandatory account codes.
 - Assign and unassign users to mandatory account codes.
- Click **Manage Optional Account Code User List** to open the list of users assigned to optional account codes. From here you can:
 - Search for users assigned to optional account codes.
 - Download a list of users assigned to optional account codes.
 - Assign and unassign users to optional account codes.

Manage Dial Restrictions

To manage group dial restrictions, view the list of users assigned to dial restrictions, manage custom user dial restrictions, and manage authorization codes, use the **Dial Restrictions** tile.

- Dial restrictions control what types of outbound calls groups and users are allowed to make. For example, you can choose to allow or block domestic, toll-free, or international calls.
- Authorization codes control dialing by specific users. Users assigned to the Authorization Code service must enter their authorization code when making a call (except for emergency or repair calls) outside the group.

For more information, see:

- [About Dial Restrictions](#)
- [About Authorization Codes](#)

To manage dial restrictions

From the Dial Restrictions tile:

- Click **Manage Group Dial Restrictions** to open the list of outbound call restrictions currently applied to this group. On the Manage Group Dial Restrictions page that appears, click **Edit** to:
 - Block all outbound calls.
 - Require authorization codes on all outbound calls.
 - Customize call type restrictions on all outbound calls.
- Click **Assigned Group Dial Restrictions User List** to see the list of users assigned to these group dial restrictions. From here you can:
 - Download a list of users assigned to group dial restrictions.
 - Search for and view users assigned to group dial restrictions.
 - Assign users to group dial restrictions.



- Click **Manage Custom User Dial Restrictions** to modify and assign custom user dial restrictions. From here you can:
 - Download a list of users assigned to custom dial restrictions.
 - Search for and view users assigned to custom dial restrictions.
 - Modify custom dial restrictions for users.
- Click **Manage Authorization Codes** to manage authorization codes for this group. From here you can:
 - Download a list of authorization codes used in this group.
 - Search for authorization codes.
 - Add new authorization codes.
 - Edit authorization codes.
 - Delete authorization codes.



Group Intercept Announcement

Overview

Use Intercept Announcement

Edit a Group's Intercept Announcement Settings

Overview

The Intercept Announcement feature plays a message when a user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. Use these announcements to provide call routing options along with other useful information.

Use Intercept Announcement

Intercept Announcement gives enterprises the ability to give callers useful information. The default announcement informs callers that the number they've called is out of service. Intercept Announcement can also give callers the user's new phone number, and enable users to press **0** to be transferred to a new number that you determine. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can also record and upload custom announcements.

Note: When Intercept Announcement is turned on, users in the group cannot make outbound calls. Emergency calls and calls to other users in this enterprise are still allowed.

Edit a Group's Intercept Announcement Settings

You can edit the Intercept Announcement settings for any group in your enterprise.

Note: When you change the settings for a group, you change the settings for every group user who doesn't have custom Intercept Announcement settings. User-level settings override group-level settings.

To edit a group's Intercept Announcement settings

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings view of the Group Details page appears.
4. Under **Intercept Announcement**, click **Manage Intercept Announcement**. The Manage Intercept Announcement page appears.
5. Click **Edit**. The page appears in Edit mode.
6. At the right of **Intercept Announcement Status**, click **Enable** to turn the feature on. To turn the feature off, click **Disable**.
7. To the right of Announcement Type, select Default or Custom.
 - To play a default announcement that says the number has been disconnected, select **Default**.
 - To play a custom recorded announcement, select **Custom**. To upload a new custom announcement, click **Upload New**.



8. Select more options.
 - To play an additional announcement that provides callers with an alternate phone number, to the right of **Announcement Options**, select **Play new phone number** and enter the new phone number in the text box.
 - To play an announcement that prompts callers to press 0 if they want to be transferred, to the right of **Announcement Options**, select **Transfer on '0' to phone number**. In the text box, enter the phone number where the call will be transferred.
9. To save your edits, click **Save**. To discard your changes, click **Cancel**. To return to the main Settings page, at the top of the Profile view page, click **Back to all Settings**.



Department Management

Click the links below to learn how to create departments, manage department users, and more.

Topic	Description
About Departments	Learn about the different types of departments and their functions.
Create a Department	Learn how to create a department.
Manage a Department	Learn how to edit a department's profile and search for, view, and manage the department's assigned users.



About Departments

Managing departments is an important part of your job as an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal.

You can assign users to a department, which is a subdivision of a group or enterprise. An Enterprise Department can include any user in the enterprise. A Group Department can include only users from a single group.

A department has:

- A unique department name.
- A set of users assigned to the department.
- A set of public phone number ranges.

You can:

- Search for departments by name.
- Manage department profiles, including editing department names.
- Assign users to the department.
- Unassign (remove) users from the department.
- Download a list of the department names for all the departments you manage.
- Download a list of all the users in a particular department.
- Download a list of all the department public phone number ranges.
- Manage individual users in a department.



Create a Department

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create departments to group users in smaller groups in the enterprise. (For more information, see [About Departments](#).)

To create a new department

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department page opens on the **Department List** tab.
2. At the top of the page, click **Create Department**. The Create Department page appears.
3. Enter a name for the department.
4. At the right of **Department Type**, select **Group** or **Enterprise**. If you select **Group**, select the group the department is associated with by clicking **Select Group**.
5. Click **Create**. The Department Details page for this department appears. To view department details or to add users, click the department name. (For instructions on how to add users, see [Manage a Department](#).)

Note: Once you create department you need to manually assign users to it.





Manage a Department

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit a department's name, search for and view the users assigned to a department, and manage a department's assigned users. From the department's **Profile** tab, you can edit a department's name. From the department's **Department Users** tab, you can search for, view, and manage the department's assigned users.

To edit a department name

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.
2. Click a department name. The Department Details page opens on the **Profile** tab. The Profile view of the Department Details page appears.
3. Click **Edit**. The Profile view appears in Edit mode.
4. In the **Department Name** field, edit the department name.
5. Click **Save**.

To search for and view a department's assigned users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.
2. Click a department name. The Department Details page opens on the **Profile** tab. The Profile view of the Department Details page appears.
3. Click the **Department Users** tab. The Department Users view of the Department Details page appears.
4. If the Search tool isn't open, click the arrow  **Search**. The tool opens.
5. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, or **Extension**.
6. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
7. In the field at the right, enter a search term, and then click **Search**.
8. To browse for users, scroll and page through the list. To jump to a particular page, click the Down arrow at the right of the page numbers .
9. To view a user's information, click the user's first or last name. The [User Details page](#) appears.

To manage a department's assigned users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.
2. Click a department name. The Department Details page opens on the **Profile** tab. The Profile view of the Department Details page appears.
3. Click the **Department Users** tab. The Department Users view of the Department Details page appears.



4. To assign a user to this department, click **Assign User(s)** just below the search fields.
 - Search or browse for the user you want to assign to the department.
 - To select a user, check the box to the left of the user's last name.
 - After you've selected all the users you want to assign to the department, click **Assign**.
5. To unassign a user from this department, click **Unassign User(s)** just below the search fields.
 - Search or browse for the user you want to unassign from the department.
 - To select a user, check the box to the left of the user's last name.
 - After you've selected all the users you want to unassign from the department, click **Unassign**.



Public Number Ranges

Click the links below to find step-by-step instructions for how to view, search for, and download public number ranges.

Topic	Description
View and Search for Public Number Ranges	Learn how to view and search for your public number ranges.
Download a List of Public Number Ranges	Learn how to download a list of your public number ranges.



View and Search for Public Number Ranges

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can view and search for public number ranges and their corresponding groups. With the public number range lists, you can quickly see which public numbers correspond to which groups or departments in your enterprise.


You can also [download a list of the public number ranges](#) in your enterprise or for a single department or group in your enterprise.

To view the list of public number ranges

1. Open the Public Number Ranges List page by doing one of the following things:
 - From the AT&T IP Flexible Reach Customer Portal Homepage, click **View all Public Number Ranges** in the **Directory Number Search** tile.
 - From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Public Number Ranges**, immediately below.


From the Public Number Ranges List page you can expand the public number ranges to see all the numbers in that range, access the group associated to each public number range, or access the user associated with each public number.
2. In the **Actions** column, click **Show Details**. The full list of numbers in the public number range appears.
3. To go to the [Group Details page](#), click the group name or group ID.
4. When the public number range is expanded, you can view details by clicking the number. The [User Details page](#) appears.

To search the list of public number ranges

1. Go to Public Number Ranges List page.
2. If the Search tool isn't open, click the arrow  to open it.

Notice that the left drop-down list is automatically set to **Public Number**.

3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a number between 1 and 10 digits long.
5. Click **Search**.

To browse for public number ranges, scroll or page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.

To view the list of public number ranges for a specific group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group**, immediately below. The [Group List page](#) appears.
2. Click a group name. The [Group Details page](#) appears.




3. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Group Details page appears.

From the Public Number Ranges view, you can expand the public number ranges to see all the numbers in that range, access the department associated to each public number range, and access the user associated with each public number.


1. In the **Actions** column, click **Show Details**. The full list of numbers in the public number range appears.
2. To go to the Department Details page, click the department name.
3. When the public number range is expanded, view details by clicking the number. The [User Details page](#) appears.

To search the list of public number ranges for a specific group

1. Go to the Public Number Ranges view of the Group Details page.
2. If the Search tool isn't open, click the arrow  **Search** to open it.

Notice that the left drop-down list is automatically set to **Public Number**.

3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a number between 1 and 10 digits long.
5. Click **Search**.

To browse for public number ranges, scroll or page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.


To view the list of public number ranges for a specific department

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department**, immediately below. The Department List page appears.
2. Click a department name. The Department Details page appears.
3. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Department Details page appears.

From the Public Number Ranges view, you can expand the public number ranges to see all the numbers in that range and access the user associated with each public number.

4. In the **Actions** column, click **Show Details**. The full list of numbers in the public number range appears.
5. When the public number range is expanded, view details by clicking the number. The [User Details page](#) appears.


To search the list of public number ranges for a specific department

1. Go to the Public Number Ranges view of the Department Details page.
2. If the Search tool isn't open, click the arrow to open it  **Search**.



Notice that the left drop-down list is automatically set to **Public Number**.

3. From the middle drop-down list, select **Contains, Starts With, or Equal To**.
4. In the field at the right, enter a number between 1 and 10 digits long.
5. Click **Search**.

To browse for public number ranges, scroll or page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.



Download a List of Public Number Ranges

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can download a list of public number ranges available in your enterprise, in a specific group, or in a single department. The file that's created provides the following information for each public number range:

Enterprise-level Report

- The first and last number in the range.
- The total amount of numbers in the range.
- The name and group ID of the group that corresponds to the public number range.

Group-level Report

- The first and last number in the range.
- The total amount of numbers in the range.
- The name of the department that corresponds to the public number range.

Department-level Report

- The first and last number in the range.
- The total amount of numbers in the range.

You can download the list as a comma-separated values (CSV) file.

To download a list of public number ranges for your enterprise

1. Go to the Public Number Ranges List page by doing one of the following things:
 - From the AT&T IP Flexible Reach Customer Portal Homepage, click **View all Public Number Ranges** in the **Directory Number Search** tile.
 - From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Public Number Ranges** immediately below.
2. Click **Download Public Number Ranges List**. The list is created as a CSV file. You can open the file or save it to your computer. In the dialog box that appears, do one of the following things:
 - To view the report, select **Open with**, make sure your default spreadsheet software is selected, and click **OK**.
 - To save the file, select **Save File**, click **OK**, and save the file to a folder on your computer.

To download a list of public number ranges for a specific group

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group name. The [Group Details page](#) appears.
3. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Group Details page appears.



4. Click **Download Department Public Number Ranges List**. The list is created as a CSV file. You can open the file or save it to your computer.

In the dialog box that appears, do one of the following things:

- To view the report, select **Open with**, make sure your default spreadsheet software is selected, and click **OK**.
- To save the file, select **Save File**, click **OK**, and save the file to a folder on your computer.

To download a list of public number ranges for a specific department

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department List page appears.
2. Click a department name. The Department Details page appears.
3. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Department Details page appears.
4. Click **Download Department Public Number Ranges List**. The list is created as a CSV file. You can open the file or save it to your computer.

Note: If this department has no associated users, this link will be unavailable.

In the dialog box that appears, do one of the following things:

- To view the report, select **Open with**, make sure your default spreadsheet software is selected, and click **OK**.
- To save the file, select **Save File**, click **OK**, and save the file to a folder on your computer.



Manage Administrators

Click the links below to learn how to view an administrator's details, and how to create, manage, and delete Enterprise and Group Administrators.

Topic	Description
About Administrators	Learn about AT&T IP Flexible Reach Customer Portal Enterprise and Group Administrators and their duties.
Administrator List Page	Learn about the Administrator List page and how to use it.
Administrator Details Page	Learn about the Administrator Details page.
Search for and View an Administrator	Discover how to find an administrator.
Create an Administrator	Learn how to create a new Enterprise or Group Administrator.
Manage an Administrator	Learn how to manage an Enterprise or Group Administrator.
Delete an Administrator	Learn how to delete an Enterprise or Group Administrator.



About Administrators

The AT&T IP Flexible Reach Customer Portal has three types of administrators: Enterprise Administrators, Group Administrators, and Department Administrators.

Enterprise Administrators

Enterprise Administrators can manage many aspects of their enterprises, including:

- Users
- Groups
- Administrators
- Trunk call routing
- Group trunk groups
- Contacts
- Schedules
- Account codes
- Authorization codes
- Dial restrictions
- Reports

For more information, see: [What an Enterprise Administrator Can Do](#)

In addition to carrying out their management tasks, Enterprise Administrators may be contacted by users in their enterprise for assistance with the Customer Portal.

Group Administrators

Group Administrators can manage only aspects of the group they're responsible for. Like Enterprise Administrators, Group Administrators may be contacted by users for assistance with the Customer Portal.

Department Administrators

Department Administrators can manage only aspects of the department they're responsible for. Like Enterprise Administrators and Group Administrators, Department Administrators may be contacted by users for assistance with the Customer Portal.



The Administrator List Page

Page Overview

Search and Browse for Administrators

The Administrator List page provides a searchable list of all the Group, Department, and Enterprise Administrators in your enterprise. From the Administrator List page, you can search for, browse for, and view administrators.

Note: You can't [manage](#) or [delete administrators](#) from the Administrator List page. You manage administrators from the [Premier homepage](#).

To open the Administrator List page

- From any page in the AT&T IP Flexible Reach Customer Portal, click **ADMINISTRATORS** in the main menu bar.

Page Overview

Administrators (136) ?

▼ Search ?

Type ▼

Equal To ▼

All Types ▼

+

Search

Page 1 of 6 | < 1 2 3 4 5 6 > | ...▼

Type	Last Name ▼	First Name	Group Name	Department Name
Group	Doe	Jane	123456789	Sales
Group	Doe	John	12345678	Support

From the Administrator List page, you can do a variety of things:


- To find a particular administrator, use the Search tool.
- To browse, scroll or page through the list.
- To sort the list by **Type**, **Last Name**, **First Name**, **Group Name**, or **Department Name**, click the column headers.
- To view an administrator's details, click the administrator's first or last name.


Search and Browse for Administrators

You can search and browse for specific administrators to manage. Click an administrator's first or last name to view that administrator's information.



To search or browse for administrators

1. If the Search tool isn't open, click the arrow  to open it.
2. From the left drop-down list, select **Type**, **Last Name**, **First Name**, **Group Name**, or **Department Name**.
3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a search term.
If you selected **Type** in the left drop-down list, select **Enterprise**, **Group**, or **Department**.
5. Click **Search**.

To browse for administrators, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Administrator Details Page

You may want to contact an administrator with questions, or refer a user to an administrator for assistance. Find the information you need on the Administrator Details page.

To use the Administrator Details page

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **ADMINISTRATORS** in the main menu bar. The [Administrator List page](#) appears.
2. Click an administrator's first or last name. The administrator's Details page appears and shows:
 - Administrator name.
 - Administrator type (Enterprise, Group, or Department).
 - Group name (for Group and Department Administrators).
 - Department name (for Department Administrators).
 - Contact information.
3. To go back to the Administrator List page, at the top of the page, click **Back to Administrators**.

Note: You can create and manage administrators from the [Premier homepage](#).



Search for and View Administrators

[Search for Administrators from the Customer Portal \(View Only\)](#)

[Search for Administrators from the Premier Homepage \(Manage\)](#)


As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can search for and view details about Group Administrators, Department Administrators, and other Enterprise Administrators.


Note: You add, edit permissions, set new passwords, and delete administrator profiles from the [Premier homepage](#). From the Customer Portal, you can view but not change administrator information.

Search for Administrators from the Customer Portal (View Only)

You can view administrator information from the Customer Portal.

To search or browse for administrators

1. To open the [Administrator List page](#), from any page in the Customer Portal, click **ADMINISTRATORS** in the main menu bar.
2. If the Search tool isn't open, click the arrow  **Search** to open it.
3. From the left drop-down list, select **Type**, **Last Name**, **First Name**, **Group Name**, or **Department Name**.
4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
5. From the search field at the right, enter a search term.
If you selected **Type** from the left drop-down list, select **Enterprise**, **Group**, or **Department**.
6. Click **Search**.

To browse for administrators, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.

Search for Administrators from the Premier Homepage (Manage)

To manage an administrator, you must first find that person from the **Administrator and User Profiles** tile of the [Premier homepage](#).

To find an administrator to manage

1. [Log in](#) to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page.
2. In the Administrator and User Profiles tile, under **Search for an Administrator**, enter an administrator's last name.

Note: To search using additional parameters, skip to use advanced search or browse through a list of administrators.



3. Click **Go**. The results appear below the Search box.
4. From the search results:
 - To see the administrator's details, click **Edit**. The Update Administrator Permissions page appears.
 - To reset the administrator's password, click **Reset Password**. The User Password Reset page appears.
 - To delete the administrator, click **Delete**. The Delete Profile page appears.

To use advanced search

From the Premier homepage, you can search using more parameters, or browse through a list of administrators.

1. In the Administrator and User Profiles tile, under Search for an Administrator, click **Advanced Administrator search**. The Manage Administrator Profiles page appears.
2. Under **Update an Existing Administrator Profile**, search for administrators using the Search by Last Name fields:
 - In the drop-down list at the left, select **Starts with** or **Equals**.
 - In the field at the right, enter a search term.
3. Click **Go**.

To browse, scroll through the **Profile Updates** list to find the administrator you want.



Create an Administrator

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create other Enterprise Administrators to be at your level in the IP Flexible Reach hierarchy. You can also create and manage Group and Department Administrators.

You assign administrator permissions when you create the account. Permissions can later be changed by another administrator.

When you create or edit an administrator's profile, you can assign only permissions that you currently have. For example, if you have **Delete Administrators** permission, you can give that permission to another administrator. If you don't have **Delete Administrators** permission, you can't give that permission to another administrator.

You create administrators from the [Premier homepage](#).

To create an administrator

1. [Log in](#) to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page. The Premier homepage appears.
 2. In the Administrator and User Profiles tile, under Manage Administrators and Users, click Add Administrators. The Create an Administrator page appears.
 3. Under **Login Profile Information**, enter information for the administrator you want to create. You must complete all required fields.
 4. Under **Permissions: Tools and Applications**, set permissions for the new administrator.
 - To create an Enterprise Administrator, under **Permission Level**, select **Enterprise level (all groups)**.
 - To create a Group Administrator, under **Permission Level**, select **Group level**. Next, in the **Enter Group ID** box, enter the group ID for the group associated with this administrator.
 - To make an administrator a Department Administrator, under **Permissions**, select **Department level**.
 - In the **Enter Group ID** field, enter the group ID for the group that will be associated with this administrator.
 - In the **Enter Department name** field, enter the department name that will be associated with this administrator.
- Note:** Before you can create a Department Administrator, you must go to the IP Flexible Reach Customer Portal and create the department. For details, see [Create a Department](#). To create this administrator, click **Continue**. (To discard your changes, click **Cancel**.) The Create an Administrator Verification page appears.
5. Verify that the information is correct, and then click **Submit**. To make changes, click **Back**. To discard all the information you've entered, click **Cancel**.



Manage an Administrator

[Find an Administrator to Manage](#)
[Edit Administrator Permissions](#)
[Reset an Administrator's Password](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage other administrators, editing permissions and resetting passwords as needed.

You manage administrators from the **Administrator and User Profiles** tile of the [Premier homepage](#).

Find an Administrator to Manage

First, find an administrator by using the **Administrator and User Profiles** tile of the [Premier homepage](#).

To find an administrator from the Premier Homepage

1. [Log in](#) to Premier. Or, from the Customer Portal, click **Premier Home** at the upper-right of the page.
2. In the **Administrator and User Profiles** tile, under **Search for an Administrator**, enter an administrator's last name.
Note: To search using additional parameters, use advanced search or browse through a list of administrators
3. Click **Go**. Results appear below the Search box.
4. From the search results:
 - To see the administrator's details, click **Edit** or **View/Edit**. The [Update Administrator Permissions](#) page appears.
 - To reset the administrator's password, click **Reset Password**. The [User Password Reset](#) page appears.
 - To delete the administrator, click **Delete**. The [Delete Profile](#) page appears.

To use advanced search or browse through a list of administrators

From the Manage Administrator Profiles page, which appears when you click **Advanced Administrators search** from the Premier homepage, find the administrator you want in one of these ways:

- Under Update an Existing Administrator Profile, search for an administrator:
 - In the left drop-down list, select **Starts With** or **Equals**.
 - In the search field at the right, if you selected **Starts With**, enter at least one letter of the administrator's last name. If you selected **Equals**, enter the administrator's full last name.
 - Click **Go**. Results appear under **Profile Updates**.
- Under **Profile Updates**, scroll or page through the list of administrators to find the administrator profile you want.



Edit Administrator Permissions

When you edit another administrator's permissions, you can assign only permissions that you currently have. For example, if you have **Delete Administrators** permission, you can give that permission to another administrator. If you don't have **Delete Administrators** permission, you can't give that permission to another administrator.

To edit administrator permissions

1. From the **Administrator and User Profiles** tile on the Premier homepage, find the administrator you want to work with.
2. When you find the administrator you want, click **View** or **View/Edit**. The Update Administrator Permissions page appears.
3. In the Permissions: Tools and Applications tile, Under Permissions:
 - To remove IP Flexible Reach access for this administrator, select **Deny**.
 - To make this administrator an Enterprise Administrator, select **Allow enterprise level (all groups)**.
 - To make the administrator a Group Administrator, select **Allow group level**, and then, in the **Enter Group ID** box, enter the group ID of the group this administrator will be associated with.
 - To make an administrator a Department Administrator, under **Permissions**, select **Department level**.
 - In the **Enter Group ID** field, enter the group ID for the group that will be associated with this administrator.
 - In the **Enter Department name** field, enter the department name that will be associated with this administrator.

Note: Before you can create a Department Administrator, you must go to the IP Flexible Reach Customer Portal and create the department. For details, see [Create a Department](#).
4. To make the administrator a Group Administrator, select **Allow group level**, and then, in the **Enter Group ID box**, enter the group ID of the group this administrator will be associated with.
5. In the **Permissions: Manage Administrators** tile, under **Permission Level**:
 - To not allow this administrator to delete other administrators, click **Deny**.
 - To allow this administrator to delete other administrators, click **Allow**.
6. Click **Continue**. The Update Administrator Permissions Verification page appears.
7. Verify that your information is correct, and then click **Submit**. To make changes, click **Back**. To discard all the information you've entered, click **Cancel**.

Reset an Administrator's Password

You can reset another administrator's password.



To reset an administrator's password

1. From the **Administrator and User Profiles** tile on the Premier homepage, find the administrator you want to work with.
2. When you find the administrator you want, click **Reset Password**. The User Password Reset page appears.
3. Click **Reset Password**. The Confirm Password Reset page opens. An email will be sent to the administrator, prompting that person to reset their password.



Delete an Administrator

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can delete other administrators' profiles.

To delete an administrator's profile

1. [Log in](#) to Premier.
2. From the **Administrator and User Profiles** tile, find the administrator whose profile you want to delete in one of these ways:
 - Under **Search for an Administrator**, type an administrator's last name in the **Last Name** field and click **Go**. The administrator's name appears under **Search Results**.
 - Under **Search for an Administrator**, click **Advanced Administrators search**. The Manage Administrators page appears. Find the administrator you want in one of these ways:
 - Under **Update an Existing Administrator Profile**, search for an administrator:
 - a) In the left drop-down list, select **Starts With** or **Equals**.
 - b) In the search field at the right, if you selected **Starts With**, enter at least one letter of the administrator's last name. If you selected **Equals**, enter the administrator's full last name.
 - c) Click **Go**. Results appear under **Profile Updates**.
 - Under **Profile Updates**, scroll or page through the list of administrators to find the administrator profile you want.
3. Whether you found the administrator you want from the Premier homepage or from the Manage Administrators page, click **Delete**. The Delete Profile page appears.
4. Click the **Delete** button at the bottom of the page.



Trunk Call Routing

Click the links below to learn how to view trunk call routing schemes, create a new trunk call routing scheme, assign and unassign group trunk groups, and more.

Topic	Description
About Trunk Call Routing	Learn about trunk call routing and how it works.
Trunk Call Routing List Page	See the Trunk Call Routing List page and how it works.
Trunk Call Routing Details Page	Get an overview of an individual trunk call routing page.
Search for and View Trunk Call Routing Schemes	Learn how to search and browse for trunk call routing schemes.
Create a Trunk Call Routing Scheme	Learn how to create a trunk call routing scheme.
Edit a Trunk Call Routing Scheme	Learn how to edit a trunk call routing scheme.
Delete a Trunk Call Routing Scheme	Learn how to delete a trunk call routing scheme.
Assign or Unassign Group Trunk Groups to a Trunk Call Routing Scheme	Learn how to assign and unassign group trunk groups to and from a trunk call routing scheme.



About Trunk Call Routing

[Overview](#)

[Default Settings](#)

[Routing Algorithms](#)

Overview

In an AT&T IP Flexible Reach enterprise, trunk call routing provides the intelligence that routes calls to one or more group trunk groups according to the scheme you set (for example, routing calls between two customer service sites). You set trunk call routing scheme properties that determine how a call is handled. The trunk call routing scheme then routes an incoming call between group trunk groups according to the properties you've selected.

Within the AT&T IP Flexible Reach Customer Portal, the Trunk Call Routing page lists all your current trunk call routing schemes. From here you can create, edit, and delete trunk call routings.

Note: The ability to edit a trunk call routing scheme is permission-based. You may or may not have permission to edit trunk call routing schemes within your enterprise, based on how your enterprise was set up. You've been granted one of the following permission levels:

- **View Only:** You can view but not edit trunk call routing schemes.
- **View and Edit:** You can view and edit trunk call routing schemes.
- **Hidden:** You can't view trunk call routing.

If you want to make changes to trunk call routing but you don't have the proper permission, contact your AT&T account representative.

Default Settings

When the AT&T Enhanced IP Flexible Reach feature package is added to a site, that site's phone numbers are assigned to a default trunk call routing scheme. The default trunk call routing name usually begins with EntTrunkGroup followed by the Group ID (for example, EntTrunkGroup001234567). You can't change this default name.

Each default trunk call routing has a default group trunk group assigned to it. The default group trunk group name is the group ID followed by GRPTRUNK0x (for example, 0012345GRPTRUNK01). You can't change the default group trunk group's name.

These are the other default properties:

Routing Algorithm: Linear (see below)

Max # Reroutes: 1

Route Exhaust: None

Is default TCR: True

The default trunk call routing scheme has only one default group trunk group assigned to it. With only one group trunk group, an incoming call is can't be rerouted to another group trunk group. To reroute calls, you must assign other group trunk groups to create a call path.



Example of Default Settings

AT&T IP Flexible Reach is installed at three sites within an enterprise. The Trunk Call Routing page shows three default trunk call routings.

Name	Routing Algorithm	Max # Re-Routes	Route Exhaust	Is Default TCR	Actions
EntTrunkGrp007300123	Linear	1	None	true	
EntTrunkGrp007354624	Linear	1	None	true	
EntTrunkGrp007356223	Linear	1	None	true	

To view the group trunk group associated with a trunk call routing scheme, click the scheme's name (in this example, **EntTrunkGrp007300123**). The **Trunk Call Routing Details** tab appears, showing the default group trunk group name (**007300123GRPTRUNK01**) and the other default settings.

Edit

Trunk Call Routing Name:

EntTrunkGrp007300123

Route Algorithm:

Linear

Group Trunk Group Name

007300123GRPTRUNK01

Maximum Number of Re-Routes:

1

Route Exhaust:

None

Our example trunk call routing scheme shows a Linear routing algorithm, with only one group trunk group in it. Because we haven't established any alternate paths for the calls, the call can be routed only to that one group trunk group. To create alternate routing paths for calls, assign one or more of the other group trunk groups to the trunk call routing scheme.

If you want to use a trunk call routing name that's meaningful to you, create a new trunk call routing scheme.

Note that when phone numbers are added to the site later, they'll automatically be assigned to the default trunk call routing scheme. You must remember to move them into the new trunk call routing scheme. A phone number can't be assigned to two different trunk call routing schemes.

Routing Algorithms

You can specify the order in which calls are sent down the various routes or how to respond when one route is operating at maximum capacity and others aren't.



The rules that you apply are called routing algorithms. When setting up trunk call routing schemes, you can choose from these four algorithms:

- Linear
- Round Robin
- % Allocation
- Most Idle

Linear

The most basic routing algorithm is the Linear algorithm.

Use the Linear algorithm to set the order in which group trunk groups receive traffic. If the first group trunk group isn't available or has reached its capacity for concurrent calls, the traffic is routed to the next group trunk group in the trunk call routing scheme. When that group trunk group reaches capacity, traffic shifts to the next group trunk group, and so on, in the order you specify.

To change the group trunk group order, use the icons in the **Actions** column next to the **Group Trunk Group Name** at any time.

***Trunk Call Routing Name:** EntTrunkGrp007084924

Route Algorithm: Linear

Group Trunk Group Name	Actions
007084924GRPTRUNK01	
007085123GRPTRUNK01	
007723788GRPTRUNK01	

Maximum Number of Re-Routes: 3

Route Exhaust: None

A call runs through the group trunk groups the number of times you specify for **Maximum Number of Re-Routes**. **Route Exhaust** determines what happens to the call if it's not completed after this number is reached. Set **Route Exhaust** to **None** if you want the caller to receive a busy signal, or select **Trunk Forward** and specify the phone number you want to ring when the call reaches the maximum number of re-routes.

Linear Scenario

An enterprise has two sites and wants to route all Site 1's incoming calls to Site 2 if Site 1 fails. You set up a Linear scheme for the two sites. A call comes into Site 1, which is unable to handle the call, so it's routed to Site 2.



Round Robin

Use the Round Robin routing algorithm when you want to spread incoming calls evenly across the group trunk groups.

Like the Linear algorithm, the Round Robin algorithm selects resources in sequence. But the Round Robin algorithm has an added feature: Instead of waiting for one group trunk group to reach capacity before it directs calls to the next, the Round Robin algorithm balances the call volume evenly across all group trunk groups.

When you configure the Round Robin algorithm, it's important to assign the group trunk groups to the trunk call routing scheme in the order that you want calls directed.

Round Robin Scenario

A company has two Boston sites. Boston1 and Boston2 serve the company's full U.S. enterprise. You can push the first call to Boston1, the second to Boston2, the third call to Boston1, and the fourth call to Boston2, and so on, alternating between the two to deliver calls continuously.

% Allocation

With the % Allocation algorithm, you can assign a percentage of incoming calls to each group trunk group in the trunk call routing scheme.

The % Allocation algorithm then routes calls to each group trunk group according to the percentages. If a selected group trunk group isn't available or is at maximum capacity, AT&T IP Flexible Reach selects the next group trunk group based on the percentage of allocation of the remaining available group trunk groups.

If you remove a group trunk group from a % Allocation routing scheme, IP Flexible Reach redistributes its percentage over the remaining group trunk groups in the scheme.

When planning a % Allocation scheme, you must make sure that the enterprise has enough capacity to handle the overflow if one or more trunks fail or reach capacity.

Unlike the other routing algorithms, % Allocation isn't an option for a default trunk call routing scheme. If you want to use a % Allocation scheme, you must create a new trunk call routing scheme.

Note: As with the other routing algorithms, you add group trunk groups to the % Allocation trunk call routing to establish the call path. New phone numbers added to IP Flexible Reach go into the default trunk call routing scheme. To include these numbers in the percentages call path, move them into the new % Allocation trunk call routing scheme.

% Allocation Scenario

A company has two call centers: Call Center 1 is a small call center and Call Center 2 is a large call center. You want to route 10% of the call volume to Call Center 1 and 90% of the call volume to Call Center 2.

First, you create a new trunk call routing scheme with % Allocation routing algorithm. Next, you assign the group trunk groups for Call Center 1 and Call Center 2. When setting the percentages, assign 10% to Call Center 1 and 90% to Call Center 2. The sum of allocations must always equal 100%.



Most Idle

With the Most Idle algorithm, calls are routed to the least used group trunk group at any given time. Like the other algorithms, the Most Idle algorithm offers failover rerouting that's triggered when the first group trunk group in the trunk call routing scheme is unavailable or at maximum capacity.

Most Idle schemes are useful if you want to balance active call traffic across SIP trunks. The Most Idle algorithm counts active calls, and then sends a new call to the trunk with the fewest active calls.

The Most Idle algorithm assumes there will never be a time when all trunk groups are running at, or near, capacity.

Most Idle Scenario

In an enterprise using AT&T IP Flexible Reach, a part of the enterprise served by Call Center 1 is having a town hall meeting, so Call Center 1 is very busy. Call Center 2, which serves the rest of the enterprise, is not busy. To let Call Center 2 help with the heavy call traffic, you set up a Most Idle scheme. Call Center 2 will pick up overflow traffic.



Trunk Call Routing List Page

Page Overview

Search and Browse for Trunk Call Routing Schemes

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can use the Trunk Call Routing List page to search for and view trunk call routing schemes, edit, create, and delete trunk routings, assign group trunk groups to a trunk call routing, and more.

Note: You must have the appropriate permissions to view and/or edit trunk call routing schemes.

For more information, see [About Trunk Call Routing](#)

To open the Trunk Call Routing List page

IP Flexible Reach provides two ways to open the Trunk Call Routing List page. Do one of these things:

- On the [Customer Portal homepage](#), in the **Trunk Call Routing Search** tile, click **View all Trunk Call Routing**.
- From any Customer Portal page, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below.

Page Overview

Trunk Call Routing (137)

Create Trunk Call Routing

▼ Search









Trunk Call Routing Name

Contains

+

Search



Page 1 of 6 | < 1 2 3 4 5 6 > | ...

Name	Routing Algorithm	Max # Re-Routes	Route Exhaust	Is Default TCR	Actions
TrunkCallRouting1	Most Idle	3	None	true	 
TrunkCallRouting2	Linear	1	Trunk Forward	false	 
TrunkCallRouting3	% Allocation	1	None	false	 
TrunkCallRouting4	Round Robin	3	Trunk Forward	false	 

You can do a number of things from the Trunk Call Routing List page:

- To create a new trunk call routing scheme, click **Create Trunk Call Routing**.
- To find a particular trunk call routing scheme, use the Search tool.





- To browse, scroll and page through the list.
- To sort the list by name, routing algorithm, maximum number of re-routes, route exhaust, or default trunk call routing scheme, click the corresponding column headers.
- To view a trunk call routing scheme, click the trunk call routing's name.
- To edit a trunk call routing scheme, under **Action**, click the Edit icon .
- To delete a trunk call routing scheme, under **Action**, click the Delete icon . **Note:** You cannot delete the default trunk call routing scheme.

Search and Browse for Trunk Call Routing Schemes

You can also search and browse for specific trunk call routing schemes. To view a group's information, click the trunk call routing scheme's name.

To search or browse for trunk call routing schemes

1. If the Search tool isn't open, click the arrow  to open it.
2. From the left drop-down list, select **Trunk Call Routing Name** or **Routing Algorithm**.
3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a search term.
5. Click **Search**.

To browse for trunk call routing schemes, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Trunk Call Routing Details Page

[Overview](#)

[Details Tab](#)

[Assigned Group Trunk Groups Tab](#)

[Assigned Users Tab](#)

Overview

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can view trunk call routing schemes. From an individual Trunk Call Routing page, you can view trunk call routing details, including assigned group trunk groups and assigned users. You can delete the trunk call routing scheme or reassign users to and from the trunk call routing scheme.

Note: you must have the appropriate permissions to view and/or edit trunk call routing schemes.

For more information, see [About Trunk Call Routing](#)

To open a Trunk Call Routing Details page

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below. The [Trunk Call Routing List page](#) appears.
2. Click the name of the trunk call routing scheme you want to edit. The [Trunk Call Routing Details page](#) appears.

Trunk Call Routing: TrunkCallRouting0 Delete

Details Assigned Group Trunk Group(s) Assigned User(s)

? Edit

Trunk Call Routing Name: TrunkCallRouting0

Route Algorithm: Linear

Group Trunk Group Name

GrpTrunk01

Maximum Number of Re-Routes: 1

Route Exhaust: Trunk Forward

#*011



Details Tab

From the **Details** tab, you can view and edit a trunk call routing's information, including the trunk call routing name, the routing algorithm, the maximum number of re-routes, and the route exhaust.

For more information, see [Edit a Trunk Call Routing Scheme](#)

Assigned Group Trunk Groups Tab

From the **Assigned Group Trunk Group** tab, you can search for and view group trunk groups. You can also assign and unassign group trunk groups to and from trunk call routing schemes.

For more information, see:

- [About Group Trunk Groups](#)
- [Assign or Unassign Group Trunk Groups to a Trunk Call Routing Scheme](#)

Assigned User(s) Tab

From the **Assigned User(s)** tab, you can search and browse for users, and reassign users from one trunk call routing scheme to another.

For more information, see:

- [About Users](#)
- [Reassign Users to and from a Trunk Call Routing Scheme](#)




Search for and View Trunk Call Routing Schemes


As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can search and browse for trunk call routing schemes to manage. To view a trunk call routing scheme's information, click its name.

Note: You must have the appropriate permissions to view and/or edit trunk call routing schemes.

For more information, see [About Trunk Call Routing](#)

To search or browse for trunk call routing schemes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below. The [Trunk Call Routing List page](#) appears.
2. If the Search tool isn't open, click the arrow  **Search** to open it.
3. From the left drop-down list, select **Trunk Call Routing Name** or **Routing Algorithm**.
4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
5. In the field at the right, enter a search term.
6. Click **Search**.

To browse for trunk call routing schemes, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Create a Trunk Call Routing Scheme

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create new trunk call routing schemes.

Note: You must have the appropriate permissions to create a trunk call routing scheme.

For more information, see [About Trunk Call Routing](#)

To create a trunk call routing scheme

1. Open the Customer Portal.
2. To open the Customer Portal homepage, click **HOME** in the main menu bar.
3. In the **Trunk Call Routing Search** tile, click **Create Trunk Call Routing**. The Create Trunk Call Routing page appears.
4. Enter a name for your scheme.
5. Set the algorithm. Under **Route Algorithm**, select **Linear**, **Round Robin**, **% Allocation**, or **Most Idle**:
 - **Linear** selects the group trunk group in listed order, starting at the top of list.
 - **Round Robin** selects the group trunk group that immediately follows the last group trunk group to answer a call.
 - **% Allocation** routes the call based on the percentage of incoming calls you want the group trunk group to answer. To save changes, you must enter percentages, and they must equal 100%.
 - **Most Idle** minimizes caller wait times by selecting the group trunk group with the fewest number of current calls.
6. Under **Maximum Number of Re-Routes**, set the maximum number of re-route attempts for a call that encounters failures.
7. Set **Route Exhaust** to **None** or **Trunk Forward**:
 - **None**—Calls that can't be routed to an available user are terminated after the maximum number of re-routes is reached.
 - **Trunk Forward**—Un-answered calls are routed to the phone number you specify. The **Trunk Forward** phone number can be public, private, or international.

Note: When using **Trunk Forward**, it's strongly recommended that you place test calls to verify that incoming calls are terminated correctly.
8. Click **Save**. If the action is successful, a confirmation message appears and the new scheme appears on the Trunk Call Routing page.

Note: After you've created a new trunk call routing scheme, you must [assign group trunk groups](#) to the new trunk call routing scheme before it will function.



Edit a Trunk Call Routing Scheme

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit the details of a trunk call routing scheme, including:

- The name. (You can't change the default scheme's name.).
- The route algorithm.
- The maximum number of re-routes.
- The route exhaust.
- The maximum number of concurrent incoming and outgoing calls supported.

Note: To view or edit a trunk call routing scheme, you must have the appropriate permissions to view and/or edit a trunk call routing scheme.

For more information, see [About Trunk Call Routing](#)

To edit a trunk call routing scheme

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing**, immediately below. The Trunk Call Routing List page appears.
2. Click the name of the trunk call routing scheme you want to edit. The Trunk Call Routing Details page appears on the **Details** tab.
3. Click **Edit** and edit the name. Remember, you can't change the default scheme's name.
4. Set the algorithm. Under **Route Algorithm**, select **Linear**, **Round Robin**, **% Allocation**, or **Most Idle**:
 - **Linear** selects the group trunk group in listed order, starting at the top of list.
 - **Round Robin** selects the group trunk group that immediately follows the last group trunk group that answered a call.
 - **% Allocation** routes the call based on the percentage of incoming calls you want the group trunk group to answer. Enter percentages, which must total 100%. **Note:** This option appears only if you're editing created schemes, not the default scheme.
 - **Most Idle** minimizes caller wait times by selecting the group trunk group with the fewest number of current calls.
5. Under **Maximum Number of Re-Routes**, set the maximum number of times a call will be re-routed.
6. Set **Route Exhaust** to **None** or **Trunk Forward**:
 - **None**—Calls that can't be routed to an available user are terminated after the maximum number of re-routes is reached.
 - **Trunk Forward**—Unanswered calls are routed to the phone number you specify. The phone number can be public, private, or international.

Note: When using **Trunk Forward**, we recommend that you place test calls to verify that incoming calls are terminated correctly.



7. Turn Capacity Management on or off. Under **Capacity Management**, to the right of **Enable**, click **Yes** to turn the feature on. To turn the feature off, click **No**.

- If this feature is turned on, to the right of **Maximum Active Calls Allowed** enter the number of concurrent calls allowed.

Note: The **Maximum Active Calls Allowed** setting interacts with the group trunk group settings for **Maximum Concurrent Calls**. The setting with the smaller number determines the number of concurrent calls allowed for the trunk call routing scheme.

For example, if the trunk call routing **Maximum Active Calls Allowed** is set to **4** and the group trunk group **Maximum Concurrent Calls** is set to **5**, only 4 concurrent calls are allowed.

8. Click **Save**.



Delete a Trunk Call Routing Scheme

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, sometimes you'll arrange your trunk call routing schemes so that all the resources from one scheme are distributed to others. This leaves you with an empty shell to delete.

Note: You can't delete the default trunk call routing scheme.

If you delete a trunk call routing scheme that has group trunk groups and users assigned to it, you must reassign them to a new trunk call routing scheme before you can delete the scheme.


You must have the appropriate permissions to delete a trunk call routing scheme.

For more information, see [About Trunk Call Routing](#)

To delete a trunk call routing scheme

IP Flexible Reach gives you two ways to delete a trunk call routing scheme. Follow one of these procedures:

Procedure 1

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below. The [Trunk Call Routing List page](#) appears.
2. At the right of the trunk call routing name, under **Actions**, click the Delete icon . A warning message notes the trunk call routing scheme you're about to delete.
3. To confirm the deletion, click **OK**. A message acknowledges that your selection has been deleted.

Procedure 2

1. From the Trunk Call Routing list page, click a trunk call routing scheme name. The [Trunk Call Routing Details page](#) appears.
2. Click the **Details** tab (if it isn't already open).
3. Click **Delete**. A warning message notes the trunk call routing you're about to delete.
4. To confirm the deletion, click **OK**. A message acknowledges that your selection has been deleted.



Assign or Unassign Group Trunk Groups to a Trunk Call Routing Scheme

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can assign and unassign group trunk groups to and from trunk call routing schemes.

Note: You must have the appropriate permissions to edit a trunk call routing scheme.

For more information, see [About Trunk Call Routing](#)

To assign group trunk groups to a trunk call routing scheme

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below. The [Trunk Call Routing List page](#) appears.
2. Click the name of the trunk call routing scheme you want to manage. The [Trunk Call Routing Details page](#) appears.
3. Click the **Assigned Group Trunk Group(s)** tab. The Group Trunk Group page appears.
4. At the bottom of the Group Trunk Group page, click **Assign**. An Assign Group Trunk Group window opens.
5. Select the group trunk groups you want to assign to this trunk call routing scheme. To select all groups trunk groups, check the box at the top of the **Group Trunk Group** list ☐ . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
6. Click **Assign**. A message confirms the group trunk groups have been assigned.

To unassign group trunk groups from a trunk call routing

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Trunk Call Routing** immediately below. The [Trunk Call Routing List page](#) appears.
2. Click the name of the trunk call routing scheme you want to manage. The [Trunk Call Routing Details page](#) appears.
3. Click the **Assigned Group Trunk Group(s)** tab. The Group Trunk Group page appears.
4. At the bottom of the Group Trunk Group page, click **Unassign**. An Unassign Group Trunk Group window opens.
5. Select the group trunk groups you want to unassign from this trunk call routing scheme. To select all groups trunk groups, check the box at the top of the **Group Trunk Group** list ☐ . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**. Click **Unassign**. A message confirms that the group trunk groups have been unassigned.



Group Trunk Groups

Click the links below to learn how to view the group trunk group list, manage a group trunk group profile, edit associated trunk call routing, and more.

Topic	Description
About Group Trunk Groups	Learn about group trunk groups and how they work.
Group Trunk Group List Page	Learn about the Group Trunk Group list page and how it works.
Group Trunk Group Details Page	Get an overview of a Group Trunk Group Details page.
Search for and View a Group Trunk Group	Learn how to search for and browse group trunk groups.
View and Edit a Group Trunk Group Profile	Learn how to find and edit a group trunk group's profile.
About Trunk Burst	Learn about trunk burst and how it works.
View and Edit Associated Trunk Call Routing Schemes	Learn how to edit the trunk call routing scheme associated with a particular group trunk group.



About Group Trunk Groups

Trunking is a concept that enables a communications system to provide network access to many users by sharing a set of lines or frequencies, instead of providing the lines or frequencies individually. A trunk is a single transmission channel between two points.

The term trunk refers to the structure of the system, which can be compared to a tree with one trunk and many branches.

A group trunk group is the path that a call takes between AT&T IP Flexible Reach and your organization's PBX (private branch exchange), and ultimately the user.

The group trunk group has a set maximum number of calls, incoming and outgoing, that it can handle simultaneously.

A trunk call routing scheme enables you to:

- Bundle one or more group trunk groups and assign the bundled group trunk group an identity.
- Place rules on that identity that select which one of the bundled group trunk groups receives an incoming call.

As part of managing group trunk groups in your role as an Enterprise Administrator for the IP Flexible Reach Customer Portal, you can:

- Edit group trunk group profiles.
- Edit the associated trunk call routing schemes.

Note: You must have the appropriate permissions to view and edit trunk call routing schemes.

For more information, see: [About Trunk Call Routing](#)



Group Trunk Group List Page

Page Overview

Search and Browse for Group Trunk Groups

From the Group Trunk Group List page, you can search for and view group trunk groups, edit group trunk group profiles, and more.

To open to the Group Trunk Group List page

From the AT&T IP Flexible Reach Customer Portal, do one of these things:

- From the Customer Portal homepage, in the **Group Directory Search** tile, click **View all Group Trunk Groups**. The Group Trunk Group List page appears.
- From any Customer Portal page, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The Group Trunk Group List page appears.

Page Overview

Group Trunk Group(5)			?
▼ Search			?
Group Trunk Group Name ▼	Contains ▼	<input type="text"/>	<input type="button" value="Search"/>
			Page 1 of 1 1 ...▼
Group Trunk Group Name ▼	Group ID	Action	
GroupTrunk01	000000001		
GroupTrunk02	000000002		
GroupTrunk03	000000003		
GroupTrunk04	000000004		

You can do a variety of things from the Group Trunk Group list page:


- To find a particular group trunk group, use the Search tool.
- To browse, scroll or page through the list.
- To sort the list by **Group Trunk Group Name** or **Group ID**, click the column headers.
- To view a group trunk group, click the group trunk group name.
- To edit a group trunk group profile, under **Action**, click the Edit icon




Search and Browse for Group Trunk Groups

You can search and browse for specific group trunk groups. Click a group trunk group name to view details.

To search or browse for group trunk groups

1. If the Search tool isn't open on the Group Trunk Group List page, click the arrow  **Search** to open it.
2. From the left drop-down list, select **Group Trunk Group Name** or **Group ID**.
3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In search field at the right, enter a search term.
5. Click **Search**.

To browse for group trunk groups, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Group Trunk Group Details Page

Profile Tab

Associated Trunk Call Routing Tab

From a Group Trunk Group Details page, you can view and edit the group trunk group profile and the associated trunk call routing.

To open a Group Trunk Group Details page

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The [Group Trunk Group List page](#) appears.
2. Click a group trunk group's name. The Group Trunk Group Details page appears.

Group Trunk Group: GroupTrunk01

Profile Associated Trunk Call Routing

[?](#) [Edit](#)

Group Trunk Group Name:	GroupTrunk01
Group:	000000001
Maximum Concurrent Calls:	5 i
Incoming Concurrent Calls:	5
Outgoing Concurrent Calls:	5
Trunk Burst:	false i
Unreachable Destination:	none i
Unreachable Destination Timer:	7 seconds
Forward Always Action:	none i

Profile Tab

From the **Profile** tab of the Group Trunk Group Details Page, you can view and in some cases edit a group trunk group's profile, including the group trunk group name, the associated group name, the maximum number of concurrent calls, the number of incoming and outgoing concurrent calls allowed, the Unreachable Destination action, the Unreachable Destination timer, and the Forward Always action.

For more information, see [View and Edit a Group Trunk Group Profile](#)



Associated Trunk Call Routing Tab

From the **Associated Trunk Call Routing** tab of the Group Trunk Group Details Page, you can search for, view, and edit trunk call routing associated with this group trunk group.

For more information, see [View and Edit Associated Trunk Call Routing Schemes](#).


Note: You must have the appropriate permissions to view and edit trunk call routing schemes. For more information, see [About Trunk Call Routing](#)




Search for and View Group Trunk Groups

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can search for and browse group trunk groups to manage. To view a group trunk group's information, click the group trunk group's name.

To search or browse for group trunk groups


1. From any page in the Customer Portal, click **RESOURCES**, and then click **Group Trunk Group** immediately below. The [Group Trunk Group List page](#) appears.
2. If the Search tool isn't open, click the arrow  **Search** to open it.
3. From the left drop-down list, select **Group Trunk Group Name**, or **Group ID**.
4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
5. In the search field at the right, enter a search term.
6. Click **Search**.

To browse for group trunk groups, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



View and Edit a Group Trunk Group Profile

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage group trunk group profiles.

1. To view and edit a group trunk group profile
2. From any page in the Customer Portal, click **RESOURCES**, and then click **Group Trunk Group** immediately below. The [Group Trunk Group List page](#) appears.
3. Search or browse for the group trunk group you want to edit, and then do one of these things:
 - At the right of the group name, under **Action**, click the Edit icon .
 - Click the name of the group trunk group, and then click **Edit**.
4. The group trunk group **Profile** tab appears in Edit mode.
5. From the **Profile** tab in Edit mode, you can edit multiple settings.
 - To edit the number of incoming concurrent calls, in the **Incoming Concurrent Calls** field, enter a new number (not to exceed the maximum number of concurrent calls). The maximum number appears on your screen.
 - To edit the number of outgoing concurrent calls, in the **Outgoing Concurrent Calls** field, enter a new number (not to exceed the maximum number of concurrent calls).
 - To change the Unreachable Destination Action, from the **Unreachable Destination Action** drop-down list, select **None**, **Phone Number**, or **Group Trunk Group**.
 - If you selected **None**, move on to the **Edit Timer** field.
 - If you select **Phone Number**, a field appears. Enter the telephone number where you want to forward calls when the unreachable timer expires.
 - If you select **Group Trunk Group**, a field appears. Enter the name of the group trunk group where you want to forward calls when the unreachable timer is up. (To see a list of group trunk groups to choose from, click **Find**.)
 - To edit the Forward Always Action, from the **Forward Always Action** drop-down list, select **None**, **Phone Number**, or **Group Trunk Group**.
 - If you selected **None**, you're done editing the Group Trunk Group profile. Click **Save**.
 - If you select **Phone Number**, a field appears. Enter the phone number where you want to forward calls.
 - If you select **Group Trunk Group**, a field appears. Enter the name of the group trunk group where you want to forward calls. (To see a list of group trunk groups to choose from, click **Find**.)
6. When you've finished editing the Group Trunk Group profile, click **Save**. To discard your changes, click **Cancel**.



About Trunk Burst

Bursting and sharing is functionality that allows for calls that go beyond the maximum number allowed on the trunk to borrow call capacity from another group trunk group within your enterprise.

The maximum group trunk group burst can't exceed 20% of a group trunk group's maximum concurrent call limit. Bursting and sharing is initially set to false and is managed by AT&T. If your Enterprise wants to utilize or make changes to this functionality, contact your AT&T account representative.

The Trunk Burst setting on a group trunk group indicates whether your Enterprise is using this functionality or not. The setting is either true or false.



View and Edit Associated Trunk Call Routing Schemes

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can view or edit the trunk call routing schemes associated with the group trunk groups you manage. You can also view a list of the trunk call routing schemes associated with a certain group trunk group.

You can bundle one or more group trunk groups and assign the bundle an identity. You can then place rules on that identity that determine which of the bundled group trunk groups receives an incoming call.


For more information, see [Edit a Trunk Call Routing Scheme](#).

Note: You must have the appropriate permissions to edit trunk call routing schemes in your enterprise.

To view a list of associated trunk call routing schemes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The [Group Trunk Group List page](#) appears.
2. Click the name of the group trunk group name you want to work with. The [Group Trunk Group Details page](#) appears.
3. Click the **Associated Trunk Call Routing** tab. A list of trunk call routing schemes appears.
 - To find a specific trunk call routing scheme, use the Search tool.
 - To sort the trunk call routing schemes by name, click the **Trunk Call Routing Name** header.
 - To sort by routing algorithm, click the **Routing Algorithm** header.
 - To view the individual trunk call routing page, click a trunk call routing scheme's name.

To edit the trunk call routing scheme associated with a selected group trunk group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group Trunk Group** immediately below. The [Group Trunk Group List page](#) appears.
2. Click the name of the group trunk group you want to work with. The [Group Trunk Group Details page](#) appears.
3. Click the **Associated Trunk Call Routing** tab. A list of trunk call routing schemes appears.
4. Locate the trunk call routing you want to edit. To the right of the group trunk group name and ID, click the Edit icon . The trunk call routing details appear in edit mode, on the **Details** tab.
5. **Note:** You can't change the name of the first trunk call routing scheme that was created by default when the enterprise was set up. The name of this trunk call routing scheme begins with ENT-GRP.
6. Edit the properties of the trunk call routing scheme:
 - Trunk call routing scheme name
 - Route algorithm



- Maximum number of re-routes
 - Route exhaust
7. To view a searchable list of group trunk groups associated with this trunk call routing scheme, click **Assigned Group Trunk Group(s)**.
 8. To view a searchable list of users associated with this trunk call routing scheme, click **Assigned Users**.
 9. To save your changes, click **Save**. To discard your changes, click **Cancel**.



Manage Contacts

Click the links below to learn how to manage enterprise contacts and support email.

Topic	Description
About Contacts	Learn about enterprise contacts, what they do, and how you can manage them.
Edit the Support Email Address	See how to change the support email address for your enterprise.
Add, Edit, and Delete Contacts	Learn how to manage contacts for your enterprise.



About Contacts

Enterprise contacts are people who act as resources for the users in your enterprise. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can designate as many as three people as support contacts for users. To keep up with arrivals, departures, and changes in your enterprise, you can add, delete, and edit contact information.

You can also edit the support email sent to users in your enterprise.

You can view the contact's:

- Name
- Phone number
- Email address
- Wireless number
- Role (in the enterprise)

Users (and administrators) can contact enterprise contacts for assistance. Depending on the contact's role, that person may be able to offer assistance with using the Customer Portal or with information about your enterprise.

To view enterprise contacts

Do one of these things:

- From any page in the Customer Portal, in the **Quick Links** tile, click **View enterprise contact**. The Enterprise Contact page appears.
- From any Customer Portal page, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise Contact page appears.



Edit the Support Email Address

Your enterprise has an email address that users can contact for support. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit the support email address.

To edit the support email address


1. Do one of these things:
 - From any page in the Customer Portal, in the **Quick Links** tile, click **View enterprise contact**. The Enterprise Contact page appears.
 - From any Customer Portal page, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise Contact page appears.
2. To the right of the **Support Email** box, click **Edit**.
3. Edit the support email address.
4. To the right of the **Support Email** box, click **Save**.




Add, Edit, and Delete Contacts

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can designate as many as three people as support contacts for users. To keep up with arrivals, departures, and changes in your enterprise, you can add, delete, and edit contact information.


To add an enterprise contact

1. Do one of these things:
 - From any page in the Customer Portal, in the **Quick Links** tile, click **View enterprise contact**. The Enterprise Contact page opens.
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise Contact page appears.
2. Click  **Add Contact**. The Add Enterprise Contact window opens.
3. Enter contact information, and then click **Save**. The Enterprise Contact page displays a confirmation message.

To edit an enterprise contact

1. On the Enterprise Contact page, locate the contact that you want to edit, and then click the Edit icon  at the bottom of the contact's tile. The Edit Enterprise Contact window opens.
2. Update the contact information, and then click **Save**. The Enterprise Contact page displays a confirmation message.

To delete an enterprise contact

1. On the Enterprise Contact page, locate the contact that you want to delete, and click the Delete icon  at the bottom of the contact's tile. A warning message appears.
2. To confirm that you want to delete the contact, click **Yes**. The page refreshes and the contact is deleted.



Schedules

Click the links below to learn about schedules and events.

Topic	Description
About Schedules and Events	Learn about schedules and events, and how they work.
Schedule List Pages	Get an overview of the Schedules List page and how it works.
Schedule Details Page	Get an overview of an individual Schedule Details page and how it works.
Search For and View Schedules	Learn how to search for, browse for, and view schedules.
Create a Schedule	Learn how to create a new enterprise-level, group-level, or user-level schedule.
Edit a Schedule	Learn how to edit an existing schedule.
Delete a Schedule	Learn how to delete a schedule.
Create an Event	Learn how to create a schedule event.
View, Edit, or Delete an Event	Learn how to view, edit, or delete a schedule event.



About Schedules and Events

When setting the features **Simultaneous Ring**, **Sequential Ring**, **Call Acceptance**, **Call forwarding – Selective**, and **Call Rejection**, users and administrators use schedules with criteria that define how and when these features will be applied to incoming calls. You can save schedules and apply them to other criteria at any time.

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create schedules at the user level for a single user, at the group level for a single group, or at the enterprise level for your entire enterprise.

Group Administrators can create group- and user-level schedules. Users can create schedules only for themselves, at the user level.

A schedule consists of one or more events. (An event can be any occurrence, such as a meeting or holiday.) Each event has a time, date, and recurrence option. An event can be for a specific time, a single day, or a range of days. An event can occur once, or you can set it to recur multiple times. An event can recur at regular intervals; for example, every second Monday of the month for six months, or for a set time with no set end date; for example, every Thursday from 1-2AM.

You can add, edit, and delete events within a schedule.

IP Flexible Reach has two types of schedules: Holiday and Time. Use Holiday schedules for holidays and other non-working events, such as company picnics or personal vacations. Use Time schedules when scheduling any other type of event.

For example, a Holiday schedule named Company Holidays might include separate events for each holiday of the year: New Year's Day, Presidents' Day, Memorial Day, 4th of July, Labor Day, and so on. You might also create a user Time schedule named Work Hours that includes the recurring event of your Monday through Friday regular work hours.

You can search for and view schedules on the [Schedule List page](#).



Schedule List Pages

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can use Schedule List pages to search for, browse for, view, and manage schedules.

The Schedule List pages provide searchable lists of schedules.

- From the enterprise-level Schedule List page, you can view all enterprise-level schedules.
- From a group-level Schedule List page, you can view the group- and enterprise-level schedules that a group is assigned to.
- From a user-level Schedule List page, you can view the user-, group-, and enterprise-level schedules that a user is assigned to.

This image shows the enterprise-level Schedule List page, but all Schedule List pages function the same way.

Enterprise: 'Test' Co.

Enterprise Contact Schedules

Schedules (76) Create Schedule

Search

Schedule Name Contains Search

Page 1 of 4 | < 1 2 3 4 > | ...

Schedule Name	Type	Level	Actions
Schedule1	Holiday	Enterprise	
Schedule2	Holiday	Enterprise	
Schedule3	Time	Enterprise	
Schedule4	Time	Enterprise	

To open the enterprise-level Schedule List page

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise page appears.
2. Click the **Schedules** tab. The enterprise-level Schedule List page appears.





To open a group-level Schedule List page

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Locate the group you want, and then click the group name. The [Group Details page](#) appears.
3. Click the **Schedules** tab. The group-level Schedule List page appears.

To open a user-level Schedule List page

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Locate the user you want, and then click the user's first or last name. The [User Details page](#) appears.
3. Click the **Schedules** tab. The user-level Schedule List page appears.

To manage schedules:

- To search or browse for schedules, [use the Search tool](#).
- To view a schedule and its events, click the schedule's name.
- To create a new schedule, click **Create Schedule**.
- To find a particular schedule, search or browse (scroll and page) through the list.
- To sort the list by schedule name or type, click the corresponding column header.
- To view a schedule and its events, click the schedule's name.
- To edit a schedule and its events, under **Actions**, click the Edit icon .
- To delete a schedule, under **Actions**, click the Delete icon .

Caution: A deleted schedule can't be recovered.



Schedule Details Page

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can delete a schedule, edit the schedule name, and add, edit, and delete schedule events, all from the individual Schedule Details page.

To open the Schedule Details page

1. Open an enterprise-, group-, or user-level Schedule List page:
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise page appears.
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears. Click a group name. The [Group Details page](#) appears.
 - From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears. Click a user's first or last name. The [User Details page](#) appears.
2. Click the **Schedules** tab. The [Schedule List page](#) appears.
3. Click a schedule name. The Schedule Details page appears.

Schedule Details: Schedule1

Delete

Schedule Name:

Schedule1

Edit

Schedule Type:

Holiday

Schedule Level:

Enterprise, 'Test' Co.

Events (24):



+ Add Event

Event Name	Start Date	End Date	Recurrence	Recurrence End	Actions
9AM-5PM	03/15/2013	08/23/2013	--	--	
Aug	02/01/2013	02/18/2013	Daily	After 19 occur...	

You can do a number of things from a Schedule Details page:

- To delete this schedule, click **Delete**.
- To edit this schedule's name, click **Edit**.
- To add a new event, click **Add Event**.



- To sort events by name, start date, end date, recurrence, or recurrence end date, click the corresponding column header.
- To view an event, click the event's name.
- To edit an event, under **Actions**, click the Edit icon .
- To delete an event, under **Actions**, click the Delete icon .


Caution: A deleted event can't be recovered




Search for and View Schedules

You can search and browse for schedules to manage. To view a schedule and its events, click the schedule's name.

To search or browse for schedules

1. Open an enterprise-, group-, or user-level Schedule List page:
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, then click **Enterprise**, immediately below. The Enterprise page appears.
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, then click **Group**, immediately below. The [Group List page](#) appears. Click a group name. The [Group Details page](#) appears.
 - From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears. Click a user's first or last name. The [User Details page](#) appears.
2. Click the **Schedules** tab. The Schedules List page appears.
Note: You can also access the Schedules List page from any [Group Details](#) or [User Details page](#).
3. If the Search tool isn't open, click the arrow  **Search**. The Search tool opens.
4. From the left drop-down list, select **Schedule Name**, **Type**, or **Level**.
5. From the middle drop-down list:
 - If you selected **Schedule Name** from the left drop-down list, select **Contains**, **Starts With**, or **Equal To**.
 - If you selected **Type** from the left drop-down list, **Equal To** is automatically selected.
 - If you selected **Level** from the left drop-down list, **Equal To** is automatically selected.
6. In the field to the right:
 - If you selected **Schedule Name** from the left drop-down list, enter a search term.
 - If you selected **Type** from the left drop-down list, select **All Schedule Types**, **Holiday**, or **Time**.
 - If you selected **Level** from the left drop-down list, select **All Schedule Levels**, **Enterprise**, **Group**, or **User**.
7. Click **Search**.

To browse for schedules, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.




Create a Schedule

Users and administrators apply schedules to customized criteria in the **Sequential Ring**, **Simultaneous Ring**, **Call Acceptance**, **Call Forwarding – Selective**, and **Call Rejection** features. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create schedules at the user level for a single user, at the group level for a single group, or at the enterprise level for your entire enterprise. (For more information, see [About Schedules and Events](#).)


Although the process of creating a schedule is the same for every level, you start the process from level-specific pages.

Note: In order for a schedule to function, it must contain one or more events. Events are added after the schedule is created. For more information, see [Create an Event](#).

To create a new enterprise-level schedule

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise page opens on the **Enterprise Contact** tab.
2. Click the **Schedules** tab. The Schedules page appears.
3. At the top of the page, click **Create Schedule**. The Create Schedule page appears.
4. Enter a name for your schedule.
5. At the right of **Schedule Type**, select **Holiday** or **Time**. The **Schedule Level** is already set to **Enterprise <enterprise name>**.
6. Click **Create**. The [Schedule Details](#) page for this schedule appears.
7. Now add an event. You can add events now or later. To [add events](#), under **Actions**, click the Edit icon .


To create a new group-level schedule

1. From any page in the Customer Portal, click **RESOURCES**, and then click **Group** immediately below. The [Group List](#) page appears.
2. Click the name of the group you want to create the schedule for. The [Group Details](#) page appears.
3. Click the **Schedules** tab. A [Schedule List](#) page opens.
4. At the top of the page, click **Create Schedule**. The Create Schedule page appears.
5. Enter a name for your schedule.
6. At the right of **Schedule Type**, select **Holiday** or **Time**.
7. At the right of **Schedule Level**, select **Group, <group name>**.
8. Click **Create**. The Schedule Details page for this schedule appears.
 - To [add events](#), under **Actions**, click the Edit icon .

To create a new user-level schedule

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The [Users List](#) page appears.



2. Click the first or last name of the user you want to create a schedule for. A [User Details page](#) appears.
3. Click the **Schedules** tab. A [Schedule List page](#) appears.
4. At the top of the page, click **Create Schedule**. The Create Schedule page appears.
5. Enter a name for your schedule.
6. Next to **Schedule Type**, select **Holiday** or **Time**.
7. Next to **Schedule Level**, select **User, <user name>**.
8. Click **Create**. The individual Schedule Details page for this schedule appears.
 - To [add events](#), under **Actions**, click the Edit icon .




Edit a Schedule

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit the name of schedules in your enterprise (schedules you've created and schedules created by others).

To change a schedule's type (Holiday or Time) or level (user, group, enterprise), you must re-create the schedule with the new type or level.

You edit the schedule and its events separately. To edit events, see [View, Edit, or Delete Events](#).

To edit a schedule name

1. Open an enterprise-, group-, or user-level Schedule List page:
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise page appears.
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears. Click a group name. The [Group Details page](#) appears.
 - From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears. Click a user's first or last name. The [User Details page](#) appears.
2. Click the **Schedules** tab. The [Schedules List page](#) appears.
Note: You can also access the Schedules List page from any [Group Details](#) or [User Details page](#).
3. Search or browse for the schedule you want to edit.
4. To the right of the schedule name, under **Actions**, click the Edit icon . The schedule appears.
5. To the right of the **Schedule Name** field, click **Edit**. The field becomes editable.
6. Edit the schedule name.
7. Click **Save**.




Delete a Schedule

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can delete any schedule in your enterprise (schedules you've created and schedules created by others).

Caution: Deleting a schedule removes it permanently. You cannot recover a deleted schedule.

To delete events without deleting the schedule, follow the directions under [View, Edit or Delete Events](#).

To delete a schedule

1. Open an enterprise-, group-, or user-level Schedule List page:
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise page appears.
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears. Click a group name. The [Group Details page](#) appears.
 - From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears. Click a user's first or last name. The [User Details page](#) appears.
2. Click the **Schedules** tab. The [Schedule List page](#) appears.
3. Search or browse for the schedule you want to delete.
4. To the right of the schedule name, under **Actions**, click the Delete icon . A Confirm Delete window opens.

Caution: You cannot recover a deleted schedule.
5. Click **Yes, Delete**. The schedule is deleted and no longer appears in the Schedule List page.



Create an Event

[Create an Event for a New Schedule](#)

[Create an Event for an Existing Schedule](#)

[Examples](#)

You can create events for a new schedule, or you can create new events for an existing schedule.

Create an Event for a New Schedule




You can create events immediately after creating a new schedule.

The **Initial Event Details** settings specify the duration of the first complete occurrence of the event.

- Initial start and end dates specify the dates of one complete occurrence.
- Start and end times specify the hours in which the event occurs.

Event Recurrence specifies how frequently the **Initial Event Details** are repeated: daily, weekly, monthly, or yearly. You can also specify recurrence intervals, such as every 5 days or every 2 weeks. You can set a recurrence pattern to stop on a specific date, after a set number of occurrences, or not at all.

To create an event for a new schedule

1. If you've just [created a new schedule](#), a message confirms that your schedule was created successfully. Click the schedule name or the Edit icon . The [Schedule Details page](#) appears.
2. Click  **Add Event**. The Add Event page appears.
3. Under **Initial Event Details**, enter details for the initial event, which becomes the template for any recurrence of the event:
 - Enter the event name.
 - Enter a start and an end date in MM/DD/YYYY format, or click the Calendar icon  and select dates.
 - Enter a start and an end time.
4. Under **Event Recurrence Details**, set how often the even will recur. From the **Recurrence** list, select **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.
5. The recurrence details vary, depending on whether you selected **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly** from the **Recurrence** list. Follow these steps:
 - If you selected **None**, skip to step 7 (click **Add**).
 - If you selected **Daily**:
 - In the **Recurs every (x) days** field, enter a number from 1 through 6. For an event that recurs every day, enter 1; for an event that recurs every two days, enter 2, and so on.
 - If you selected **Weekly**:
 - In the **Recurs every (x) week(s) on** field, enter a number.
 - Check **Mon-Fri** or a specific day of the week.



- If you selected **Monthly**:

In the **Recurs every (x) month(s) on** field, enter a number, and then do one of these things:


- Select **Day (x) of the month** and enter the day of the month you want.
- Select **The (number) (weekday) of the month** and, from the lists, select the number and day of the week you want.

- If you selected **Yearly**:


In the **Recurs every (x) year(s) on** field, enter a number, and then do one of these things:

- Select **Day (x) of (month)**, enter the day, and then select the month you want.
- Select **The (number) (weekday) of (month)**, and then, from the lists, select the number, weekday, and month you want.

6. If you selected **Daily, Weekly, Monthly, or Yearly**, now decide whether to set an end for the recurrence:

- To set no end date, leave **Recurrence End** set to **Never**.
- To set the recurrence to end after a certain number of times, in the **After (x) occurrence(s)** field, enter a number.
- To set a specific end date, enter the date in MM/DD/YYYY format, or click the Calendar icon  and select a date.



7. Click **Add**.

- To create another event in this new schedule, click  **Add Event**, and repeat steps 3 through 7.

Create an Event for an Existing Schedule

You can create events for existing schedules.

To create an event for an existing schedule

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise page appears.
2. Click the **Schedules** tab. The [Schedule List page](#) appears.
Note: You can also access the Schedules List page from any [Group Details](#) or [User Details page](#).
3. Click the name of the schedule you want to work with. A [Schedule Details page](#) appears.
4. In the **Events** tile, click  **Add Event**. The Add Event page appears.
5. Under **Initial Event Details**, enter details for the initial event, which becomes the template for any recurrence of the event.
 - Enter the event's name.
 - Enter a start and an end date. Enter the dates in MM/DD/YYYY format, or click the Calendar icon  and select a date.
 - Enter a start and an end time.



6. Under **Event Recurrence Details**, set how often the event recurs. From the **Recurrence** list, select **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.
7. The recurrence details vary, depending on whether you selected **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly** from the Recurrence list. Follow these steps:

- If you selected **Daily**:
 - In the **Recurs every (x) days** field, enter a number from 1 through 6. For an event that will recur every day, enter **1**; for an event that recurs every two days, enter **2**, and so on.
- If you selected **Weekly**:
 - In the **Recurs every (x) week(s) on** field, enter a number.
 - Check **Mon-Fri** or a specific day of the week.

- If you selected **Monthly**:



In the **Recurs every (x) month(s) on** field, enter a number, and then do one of these things:

- Select **Day (x) of the month** and enter the day of the month you want.
- Select **The (number) (weekday) of the month** and, from the lists, select the number and day of the week you want.

- If you selected **Yearly**:

In the **Recurs every (x) year(s) on** field, enter a number, and then do one of these things:

- Select **Day (x) of (month)**, enter the day, and then select the month you want.
- Select **The (number) (weekday) of (month)**, and then, from the lists, select the number, weekday, and month you want.

8. If you selected **Daily**, **Weekly**, **Monthly**, or **Yearly**, now decide whether to set an end for the recurrence.
 - To set no end date, leave **Recurrence End** set to **Never**.
 - To set the recurrence to end after a certain number of times, in the **After (x) occurrence(s)** field, enter a number.
 - To select a specific end date, enter the date in MM/DD/YYYY format, or click the Calendar icon  and select a date.
9. Click **Add**.
 - To create another event in this schedule, click  **Add Event**, and repeat steps 5 through 9.

Examples

These examples show you how to set typical events:

A one-time holiday (for example, the first day of school)

- **Same** initial start and end date.
- All day event checked.
- Recurrence set to **Never**.



An annual holiday (for example, New Year's Day)

- **Both** the initial start and end dates set to 1/1/2014.
- All day event checked.
- Recurrence set to **Yearly**.

Your work week

- Initial start date is a specific **Monday**.
- Initial end date is the **same** b.
- Start time is **8:00 a.m.**, end time is **5:00 p.m.**
- Recurrence pattern is set to **Weekly**.
- Recurs every **1** week. Check **Mon-Fri** and each individual day **Monday, Tuesday, Wednesday, Thursday, and Friday**.
- Recurrence pattern ends **Never**.

Initial Event Details

*Event Name:

Work Week

*Start Date:

01/06/2014

End Date:

01/06/2014

☐ All day event

*Start Time:

08:00

AM

*End Time:

05:00

PM

Event Recurrence Details

Recurrence:

Weekly

* Recurs every 1 week(s) on:

☒ Mon-Fri
☒ Monday
☒ Tuesday
☒ Wednesday
☒ Thursday
☒ Friday
☐ Saturday
☐ Sunday

Recurrence End:

☒ Never
☐ After occurrence(s)
☐



View, Edit, or Delete an Event

[View Events](#)

[Edit an Event](#)

[Delete an Event](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can view, edit, add, and delete events in any schedule. This topic describes viewing, editing, or deleting events. For information about adding a new event, see [Create an Event](#).

View Events

You can view the events in any schedule.



To view events

1. Open an enterprise-, group-, or user-level Schedule List page:
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise page appears.
 - From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears. Click a group name. The [Group Details page](#) appears.
 - From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears. Click a user's first or last name. The [User Details page](#) appears.
2. Click the **Schedules** tab. The [Schedules List page](#) appears.
3. Search or browse for the schedule you want to work with. To view schedule details, click the schedule's name. The [Schedule Details page](#) appears.
4. To view event details, in the **Events** tile on the Schedule Details page, click an event's name.

Edit an Event

You edit events in a schedule one at a time.

To edit an event

1. Open an enterprise-, group-, or user-level schedule. (See [View Events](#), above.)
2. Events are listed in the **Events** tile. To the right of the edit you want to edit, under **Actions**, click the Edit icon . The event appears in Edit mode.
3. Edit the initial event, which is the template for all recurring events. You can edit:
 - The event's name.
 - The event's start and end dates.
(Enter a date or, at the right of the **Start Date** and **End Date** fields, click the Calendar icon  and select a date.)



- Whether the event is an all-day event.
 - The event's start and end time.
4. Edit how often the event will recur. From the **Recurrence** drop-down list, select **Daily**, **Weekly**, **Monthly**, or **Yearly**.
 5. Edit the recurrence and recurrence end details. These options vary depending on whether you've selected **Daily**, **Weekly**, **Monthly**, or **Yearly**.

For more information about event recurrence details, see [Create an Event](#).


6. Click **Save**.

Delete an Event

You can delete events from a schedule without deleting the schedule.

Caution: Deleting an event removes it permanently. You cannot recover a deleted event.

To delete an event

1. Open an enterprise-, group-, or user-level schedule. (See [View Events](#), above.)
2. The [Schedule Details page](#) appears. Events appear in the **Events** tile. To delete an event, do one of these things:
 - To the right of an event name, click the Delete icon .
 - Click the event name. The Event Details page opens. At the top of the page, click **Delete**.
3. A Confirm Delete window opens. Click **Yes, Delete**. The event is deleted from this schedule.

Caution: Deleting an event removes it permanently. You cannot recover a deleted event.



Account Codes

Click the links below to learn about account codes, how they work, and how you can edit them.

Topic	Description
About Account Codes	Learn about account codes and how they work.
Search for and View Account Codes	Discover how to search for and view account codes.
Edit Account Code Length	Learn how to edit the default length of a group's account codes. Caution: Changing the setting for a group's account code length causes all current account codes to be deleted.
Add, Edit, or Delete Account Codes	Learn how to create a new account code, edit an existing account code, or delete an account code.
Download a List of Account Codes	Discover how to download a list of account codes for a particular group.
Download a List of Account Code Users	Learn how to download a list of the users assigned to a particular group's mandatory or optional account codes.
Assign or Unassign Account Code Status to Users	Learn how to assign or unassign mandatory or optional account code status to users.



About Account Codes

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create and use account codes to track certain calls associated with specific accounts. Account codes help you track the calls users make outside the group. You create account codes at the group level and then assign an account code status to users. You can assign an account code status to users in bulk, or you can assign account code status to users individually.

If you assign an account code status to users, inform the users which account codes they must use for which phone numbers.

IP Flexible Reach has two kinds of account codes: mandatory and optional.

- Users assigned to the Mandatory Account Code service must enter an account code when making all calls outside their group.
- Users assigned to the Optional Account Code service can enter an account code when making a call outside their group, but it's not required.

When you assign an account code status to users, be sure to tell the users which account codes they must use for which phone numbers. To be validated, the account code only has to meet the group's account code length requirement; it doesn't have to match any of the codes provisioned for the group.

Account codes aren't required for call transfers and forwards. Users assigned mandatory account code status can transfer and forward calls without being prompted to enter an account code (including when using advanced forwarding options such as Simultaneous Ring and Sequential Ring).

As an Enterprise Administrator, you can:

- Add, edit, and delete account codes.
- Download a list of account codes for a particular group.
- Download a list of the users assigned a group's mandatory or optional account code status.
- Assign and unassign mandatory or optional account code status to users.
- Edit the default account code length for a group.



Caution: Changing the length of an account code setting causes all current account codes to be deleted.



Search For and View Account Codes

You can search for and view specific account codes, and then edit or delete them.

To search for and view account codes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group**, immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears.
5. If the Search tool isn't open, click the arrow  to open it.
6. From the left drop-down list, select **Code** or **Description**.
7. From the middle drop-down list, select **Contains**, **Equal To**, or **Starts With**.
8. In the field to the right, enter a search term.
9. Click **Search**. To browse results for account codes, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Edit Account Code Length

You can edit the length of account codes for any group. Account codes can be between one and six digits long, and all account codes must all be the same length within a group.

Caution: Changing the length of a group's account codes causes all current account codes to be deleted.

To edit the length of a group's account codes

1. Locate the group you want to work with. You can do this from the [Group List page](#).
2. Click the group name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears.
5. To the right of **Code Length**, click **Edit**.
6. From the **Code Length** drop-down list, select a number.
7. Click **Save**. Account code length for this group is changed and all existing account codes are deleted.



Add, Edit, or Delete Account Codes

[Open the Manage Account Codes Page](#)

[Add an Account Code](#)

[Edit an Account Code](#)

[Delete an Account Code](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can add new account codes, edit existing account codes, and delete account codes at the group level.

Open the Manage Account Codes View

To manage account codes, you must first open the Manage Account Codes page in the Customer Portal.



To open the Manage Account Codes view

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the name of the group you want to work with. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears. Now you're ready to add, edit, or delete account codes.

Add an Account Code

You can add new account codes to a group.


To add a new account code

1. From the [Manage Account Codes page](#), click  **Add Account Code(s)**. The Add Account Code(s) page appears.
2. Under **Code**, enter a unique account code number. The account code length must match the current length set for this group.
3. Under **Description**, enter a description for this account code.
4. Click **Save**. The account code is created.
 - To create more account codes, click  **Add Account Code(s)** again.


Edit an Account Code

You can edit any account code's number or description.

To edit an account code

1. From the [Manage Account Codes page](#), search or browse for the account code you want to edit.
2. To the right of the account code name and description, under **Actions**, click the Edit icon .




3. Under **Code**, edit the account code number. The new number must be unique and match the current length set for this group.
4. Under **Description**, edit the account code description.
5. Under **Actions**, click the Save icon .

Delete an Account Code

You can delete account codes within a group.

To delete an account code

1. From the [Manage Account Codes page](#), search or browse for the account code you want to delete.
2. To the right of the account code name and description, under **Actions**, click the Delete icon .
3. When a confirmation message appears, click **OK, Delete**. The account code is deleted.



Download a List of Account Codes

You can download a list of all the account codes that exist for a particular group. This can be helpful when you're editing account codes for a group all together, in bulk.

For more information, see: [Manage Users in Bulk](#)

To download a group's account codes

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Account Codes** tile, click **Manage Account Codes**. The Manage Account Codes page appears.
5. Click **Download Account Codes List**. A File Download window opens.
6. Click **Save**. The file is downloaded to your default directory, or you can specify a different location.

Note: You can also download a list of users assigned a group's mandatory or optional account code status. For more information, see [Download a List of Account Code Users](#).



Download a List of Account Code Users

You can download a list of the users assigned a particular group's mandatory or optional account code status. Use the list to locate individual users to manage.

For more information about mandatory and optional account codes, see [About Account Codes](#).

To download a list of users assigned mandatory account code status

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Account Codes** tile, click **Manage Mandatory Account Codes User List**. The Manage Mandatory Account Codes User List page appears.
5. Click **Download Assigned Users List**. A File Download window opens.
Note: If there are no users assigned mandatory account code status, the **Download Assigned Users List** link will be grayed out.
6. Click **Save**. The file is saved to your default directory, or you can specify a different location.

To download a list of users assigned optional account code status

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Account Codes** tile, click **Manage Optional Account Codes User List**. The Manage Optional Account Codes User List page appears.
5. Click **Download Assigned Users List**. A File Download window appears.
Note: If there are no users assigned optional account code status, the **Download Assigned Users List** link will be grayed out.
6. Click **Save**. The file is saved to your default directory, or you can specify a different location.



Assign or Unassign Account Code Status to Users

[View a User's Current Account Code Status](#)

[Change a User's Account Code Status](#)

[Assign Mandatory Account Code Status to Multiple Users](#)

[Unassign Mandatory Account Code Status from Multiple Users](#)

[Assign Optional Account Code Status to Multiple Users](#)

[Unassign Optional Account Code Status from Multiple Users](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can assign users to and from a group's Mandatory and Optional Account Code services individually or in bulk.

You can view a user's current account code status from the individual's User page, and you can change the user's status to **Not Required**, **Mandatory**, or **Optional**.

You can also [download a list of users](#) assigned mandatory and optional account code status.

View a User's Current Account Code Status

You can quickly find out whether a particular user is assigned a group's mandatory or optional account code status.

To view a user's current account code status

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Click the user's name. The [User Details page](#) appears.
3. Click the **Outbound Features** tab. The user's account code status appears:
 - Not Required means that the user isn't currently assigned to use account codes.
 - Mandatory means that the user is assigned the group's mandatory account code status.
 - Optional means that the user is assigned the group's optional account code status.

For more information about mandatory and optional account codes, see [About Account Codes](#).


Change a User's Account Code Status

You can change a user's current account code status.

To change a user's account code status

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Click the user's name. The [User Details page](#) appears.
3. Click the **Outbound Features** tab. The Outbound Features view of the Individual User page appears.





4. To the right of **Account Codes**, under **Action**, click the Edit icon . The Edit Account Codes page appears.
5. To the right of **Account Code Status**, do one of these things:
 - To exempt this user from using account codes, click **Not Required**.
 - To require this user to use the group's account codes on all calls, click **Mandatory**.
 - To allow this user to use the group's account codes optionally, click **Optional**.
6. Click **Save**.

Assign Mandatory Account Code Status to Multiple Users

You can assign a group's mandatory account code status to multiple users.

To assign mandatory account code status to multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page opens.
4. Click **Manage Mandatory Account Codes Users List**. The Manage Mandatory Account Codes Users List appears.
5. Click **Assign User(s)**. The Assign Users window opens.
6. Select users to assign by doing one of these things:
 - Check the checkboxes to the left of the users' names.
 - Use the main checkbox at the top of the Assigned Users list   .
 - To select all users, check the checkbox.
 - To select certain users, click the arrow and select **Select Current Page** or **Select All Pages** To remove your selections, select **Clear Selection(s)**.
7. Click **Assign**.



Unassign Mandatory Account Code Status from Multiple Users

You can unassign a group's mandatory account code status from multiple users at one time.

To unassign mandatory account code status from multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page opens.





4. Click **Manage Mandatory Account Code Users List**. The Manage Mandatory Account Code Users List appears.
5. Click **Unassign Users**. The Unassign Users window opens.
6. Select users to unassign by doing one of these things:
 - Check the checkboxes to the left of the users' names.
 - Use the main checkbox at the top of the Assigned Users list   .
 - To select all users, check the checkbox.
 - To select certain users, click the arrow and select **Select Current Page** or **Select All Pages**. To remove your selections, select **Clear Selection(s)**.
7. Click **Unassign**.

Assign Optional Account Code Status to Multiple Users

You can assign a group's optional account code status to multiple users at one time.

To assign optional account code status to multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. Click **Manage Optional Account Code Users List**. The Manage Optional Account Code Users List appears.
5. Click **Assign Users**. The Assign Users window opens.
6. Select the users you want to assign by doing one of these things:
 - Check the checkboxes to the left of the users' names.
 - Use the main checkbox at the top of the Assigned Users list   .
 - To select all users, check the checkbox.
 - To select certain users, click the arrow and select **Select Current Page** or **Select All Pages**. To remove your selections, select **Clear Selection(s)**.
7. Click **Assign**.



Unassign Optional Account Code Status from Multiple Users

You can unassign a group's optional account code status from multiple users at one time.

To unassign a group's optional account code status from multiple users

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group**, immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.



3. Click the **Settings** tab. The Settings page appears.
4. Click **Manage Optional Account Code Users List**. The Manage Optional Account Code Users List appears.
5. Click **Unassign Users**. The Unassign Users window opens.
6. Select the users you want to assign by doing one of these things:
 - Check the checkboxes to the left of the users' names.
 - Use the main checkbox at the top of the Assigned Users list   .
 - To select all users, check the checkbox.
 - To select certain users, click the arrow and select **Select Current Page** or **Select All Pages**. To remove your selections, select **Clear Selection(s)**.
7. Click **Unassign**.



Authorization Codes

Click the links below to learn about authorization codes and how they work.

Topic	Description
About Authorization Codes	Learn about authorization codes and how they work.
Search for Authorization Codes	Learn how to search for a particular authorization code.
Add, Edit, or Delete Authorization Codes	See how to add a new authorization code, edit an existing authorization code, or delete an authorization code.
Sync Authorization Codes	Learn how to synchronize authorization codes with users who have custom dial restrictions whenever you add or delete authorization codes.
Download a List of Authorization Codes	Learn how to download a list of authorization codes for a particular group.



About Authorization Codes

Authorization codes help you manage outbound calling. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create authorization codes for different types of outgoing calls. If you've provisioned authorization codes for a group, you can require users in the group to enter an authorization code when making calls (except for emergency or repair calls) outside the group.

The user is prompted to enter the authorization code. The user then enters the authorization code followed by the pound sign (#). (The authorization code must come from the list of codes provisioned for the group.) If the code entered is valid, the user hears a confirmation announcement and the call proceeds. The system captures the valid authorization code entered by the user in the accounting information (Call Detail Record) generated for that call.





Search for Authorization Codes

You can search for a specific authorization code within a group. When you find the authorization code you're looking for, you can edit or delete it.

For more information, see: [Add, Edit, or Delete Authorization Codes](#)

To search for an authorization code

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page appears.
5. If the Search tool isn't open, click the arrow  to open it.
6. From the left drop-down list, select **Code** or **Description**.
7. From the middle drop-down list, select **Contains**, **Equals To**, or **Starts With**.
8. In the search box at the right, enter your search term.
9. Click **Search**. To browse for authorization codes, scroll or page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.



Add, Edit, or Delete Authorization Codes

[Add a New Authorization Code](#)

[Edit an Existing Authorization Code](#)



[Delete an Authorization Code](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can add new authorization codes to a group, edit existing authorization codes, and delete authorization codes.

Add a New Authorization Code

You can add new authorization codes to any group.


To add a new authorization code to a group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page opens.
5. Click  **Add Authorization Code(s)**. The Add Authorization Code(s) page appears.
6. Under **Code**, enter a unique numeric code between 2 and 14 digits.
7. Under **Description**, enter a description for your authorization code.
8. Click **Save**.
 - To add more authorization codes, click  **Add Authorization Code(s)** again.


Edit an Existing Authorization Code

You can edit exiting authorization codes.

To edit an authorization code

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes view appears.
5. Find the authorization code you want to edit. For more information, see [Search for an Authorization Code](#).
6. To the right of the authorization code name, under **Actions**, click the Edit icon . The code opens in Edit mode.




7. Under **Code**, edit the code value. The code must be between 2 and 14 digits long and unique within the group.
8. Under **Description**, edit the authorization code description.
9. Click the Save icon .

Delete an Authorization Code

You can delete any authorization code.

To delete an authorization code

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page opens.
5. Find the authorization code you want to delete. For more information, see [Search for an Authorization Code](#).
6. Under **Actions**, click the Delete icon . A Confirm Delete message opens.
7. Click **Yes, Delete**. The authorization code is removed.



Sync Authorization Codes

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage authorization codes for any group in the enterprise. When adding or deleting authorization codes, you must synchronize the codes with users who have custom dial restrictions so that the codes can take effect.

Sync Authorization Codes

You can sync authorization codes for any group.

To sync authorization codes for a group

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The **Group List** page appears.
2. Click the group's name. The **Group Details** page appears.
3. Click the **Settings** tab. The **Settings** page appears.
4. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The **Manage Authorization Codes** page appears.
5. Just below the search fields, click **Sync Users**.

The **Authorization Code Sync Results** section of the **Bulk Management** page shows the results.

To access the authorization code sync results

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, then click **Bulk Management**, immediately below. The **Bulk Management** page appears.
2. From the **Select Option** drop-down list, select **Authorization Code Sync Results**. The **Authorization Code Sync Results** view of the bulk management page appears.



Download a List of Authorization Codes

You can download a list of authorization codes for a group. This can be helpful when you are editing authorization codes for a group's users in bulk.

For more information, see [Manage Users in Bulk](#).

To download a list of authorization codes

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Manage Authorization Codes**. The Manage Authorization Codes page appears.
5. Click **Download Authorization Codes List**. A File Download window opens.
6. Click **Save**. The file is saved to your default directory, or you can specify a different location.



Dial Restrictions

Click the links below to learn about dial restrictions and how they work.

Topic	Description
About Dial Restrictions	Learn about dial restrictions and how they work.
View and Edit Group Dial Restrictions	See how to set group dial restrictions for all outbound calls..
View and Search for Users Assigned to Group Dial Restrictions	Learn how to view and search the Assigned Group Dial Restrictions Users list.
Download a List of Users Assigned to Group Dial Restrictions	Learn how to download a list of users assigned to the current set of group dial restrictions.
Assign Users to Group Dial Restrictions	See how to assign users to a set of group dial restrictions.
Manage Custom User Dial Restrictions	Learn how to customize dial restrictions for individual users.



About Dial Restrictions

Dial restrictions are limitations that you can put on a group's outgoing calls. You can also set custom dial restrictions for individuals.

Using dial restrictions, you can block users from making certain types of call, such as calls to international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls.

Dial restrictions can be used with these types of calls:

- Intra-enterprise
- Domestic
- Toll-free
- International
- Operator Assistance
- Directory Assistance

You can view and edit dial restrictions for groups from the **Settings** tab on a [Group Details page](#).

You can view and edit dial restrictions for individual users from the **Outbound Features** tab of a [User Details page](#).



View and Edit Group Dial Restrictions

[View a Group's Dial Restrictions](#)

[Manage a Group's Dial Restrictions](#)

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage dial restrictions for an entire group.

View a Group's Dial Restrictions

You can view a group's dial restrictions from the **Settings** tab of an Individual Group page.

To view group dial restrictions

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Manage Group Dial Restrictions**. The Manage Group Dial Restrictions page appears. You can set dial restrictions for these types of calls:
 - Intra-enterprise
 - Domestic
 - Toll-free
 - International
 - Operator Assistance
 - Directory Assistance

You can see the call type's current restriction setting under **Group Restrictions**.

Manage a Group's Dial Restrictions

You can manage dial restrictions at a group level.

To manage group dial restrictions

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The group's [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Manage Group Dial Restrictions**. The Manage Group Dial Restrictions page appears.
5. Click **Edit**.
6. At the right of **Outbound Calls**, set the dial restrictions:



- To block all listed types of outbound calls, select **Block all**.
 - To require group users to enter an authorization code when they make any of the listed types of outbound calls, select **Require authorization code on all**.
 - To set restrictions for each outbound call type individually, select **Customize Dial Restrictions by call type**.
7. You can set restrictions by using the **Select all Group Restrictions** drop-down list or by setting restrictions for each outbound call type individually. Set dial restrictions by doing one of these things:
- Set a value for all the listed outbound call types by using the **Select all Group Restrictions** drop-down list:
 - To allow users to make all listed outbound call types without restrictions, select **Allow**.
 - To block users from making any of the listed outbound call types, select **Block**.
 - To apply the group's standard authorization procedure (authorization codes or account codes) to all listed outbound call types, select **Standard Authorization**.
 - Set group restrictions for each outbound call type individually by using the individual drop-down lists:
 - To allow users to make that particular type of call without restrictions, select **Allow**.
 - To block users from making that particular call type, select **Block**.
 - To require users to enter an authorization code when they make that particular type of call, select **Authorization Code Required**.
8. Click **Save**.



View and Search for Users Assigned to Group Dial Restrictions

You can view a list of users assigned to a group's dial restrictions and search for individual users within the list.


You can also download a list of users assigned to group dial restrictions.

To view the list of users assigned to group dial restrictions


1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Assigned Group Dial Restrictions User List**. The Assigned Group Dial Restrictions User List page appears.

To search the list of users assigned to group dial restrictions

From the Assigned Group Dial Restrictions User List page:

1. If the Search tool isn't open, click the arrow to open it  **Search**.
2. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, or **Extension**.
3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a search term.
5. Click **Search**.

To browse for users, scroll or page through the list. To jump to a particular page, click the Down arrow

...  at the right of the page numbers.



Download a List of Users Assigned to Group Dial Restrictions

You can download a list of users assigned to a particular group's dial restrictions. This can be helpful when you're editing dial restrictions for multiple users at once.

For more information, see: [Manage Users in Bulk](#)

Note: You can also search for users assigned to group dial restrictions.

To download the assigned users list:

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click a group's name. The [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Assigned Group Dial Restrictions User List**. The Assigned Group Dial Restrictions User List page appears.
5. Click **Download Assigned Users List**. A Download File window opens.
6. Click **Save**. The file is saved to your default directory, or you can specify a different location.



Assign Users to Group Dial Restrictions

By default, all group users are assigned to group dial restrictions. As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can edit those settings and assign individual or multiple users to group dial restrictions.

You can also set custom dial restrictions for individual users. For more information, see [Manage Custom User Dial Restrictions](#).

To assign users to group dial restrictions

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. The [Group List page](#) appears.
2. Click the group's name. The group's [Group Details page](#) appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the **Dial Restrictions** tile, click **Assigned Group Dial Restrictions User List**. The Assigned Group Dial Restrictions User List page appears.
5. Below the Search tool, click **Assign Users**. The Assign Users window opens.
6. Select the users by doing one of these things:
 - To select the users you want to assign to this group's dial restrictions, check the checkboxes to the left of the users' names.
 - To select users in bulk, use the main checkbox ☐ ▼ at the top of the **Assigned Users** list.
 - To select all users, check the checkbox.
 - To select other settings, click the arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
7. Click **Assign**.



Manage Custom User Dial Restrictions

You can customize dial restrictions for one user at a time.

Note: After custom dial restrictions are set for a user, you must synchronize group authorization codes in order for the codes to take effect for the user.

To manage custom dial restrictions for users

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Click the user's first or last name. The [User Details page](#) appears.
3. Click the **Outbound Call Features** tab, and then click **Dial Restrictions**. The user's Dial Restrictions page appears.
4. Click **Edit**.
5. To the right of **Use Dial Restrictions**, select **Custom User**. More options appear.
6. To the right of **Outbound Calls**, select dial restrictions.
 - To prevent this user from making outbound calls, select **Block All**.
 - To require an authorization code on all outbound calls, select **Require Authorization Code on All**.
 - To customize the settings by call type, select **Customize Dial Restrictions by Call Type**.

If you selected **Customize Dial Restrictions by Call Type** continue to step 7; otherwise, skip to step 8.

7. Edit dial restrictions for this user.
 - To edit all custom dial restrictions for this user at once, select an option from the **Set All Custom User Restrictions** list.
 - To allow the user to use all the outbound call features listed, select **Allow**.
 - To block the user from using all the outbound call features listed, select **Block**.
 - To require the user to enter an authorization code for all the outbound call features listed below, select **Authorization code required**.
 - To edit dial restrictions for this user one at a time, select an option from the **Custom User Restrictions** lists for each dial restriction.
 - To allow the user to use a restricted outbound call feature, select **Allow**.
 - To block the user from using a restricted outbound call feature, select **Block**.
 - To require the user to enter an authorization code when using a restricted outbound call feature, select **Authorization Code Required**.
8. Click **Save**.



Reports

Click the links below to learn about reports and how they work, and how to generate, download, and delete reports.

Topic	Description
About Reports	Learn about reports and how they work.
Create a New Report	Get general instructions on how to create and generate a new report.
Create a User Inventory Report	Learn how to create and generate a User Inventory Report.
Create a Group Inventory Report	Learn how to create and generate a Group Inventory Report.
Create a Group Trunk Group Inventory Report	Learn how to create and generate a Group Trunk Group Inventory Report.
Create an Account Code Summary Report	Learn how to create and generate an Account Code Summary Report.
Create an Authorization Code Summary Report	Learn how to create and generate an Authorization Code Summary Report.
Create a Call Transfer/Forward Report	Learn how to create and generate a Call Transfer/Forward Report.
Create an Inbound Call Detail Report	Learn how to create and generate an Inbound Call Detail Report.
Create an Outbound Call Detail Report	Learn how to create and generate an Outbound Call Detail Report.
Create a Trunk Call Routing Summary Report	Learn how to create and generate a Trunk Call Routing Summary Report
Create an Assigned User Trunk Call Routing Report	Learn how to create and generate an Assigned User Trunk Call Routing Report
Create a Figure Configuration Report	Learn how to create and generate a Feature Configuration Report
Download or Delete a Report	Learn how to download or delete a report you've generated.



About Reports

Overview

Inventory Reports

Service Usage Reports

Overview

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can generate reports that provide data about various aspects of usage in your enterprise.

- Inventory reports give you details about user, group, department, and group trunk group settings.
- Service usage reports give you usage details about features such as account codes and call transferring and forwarding.

You start on the Reports page.

- From any page in the Customer Portal, click **REPORTS** in the main menu bar. The Enterprise Reports page, with reports, appears.

For more information, see [Create a New Report](#).

- If your enterprise has more than 200 groups or 1,000 phone numbers, reports appear for 35 days.
- If your enterprise has fewer than 200 groups or 1,000 phone numbers, reports appear for 2 days.

The following lists show the report types available.

Inventory Reports

- User Inventory
- Group Inventory
- Group Trunk Group Inventory
- Trunk Call Routing Summary
- Trunk Call Routing Assigned Users
- Feature Configuration

Service Usage Reports

- Account Code Summary
- Authorization Code Summary
- Call Transfer/Forward
- Inbound Call Detail
- Outbound Call Detail



Inventory Reports

Inventory reports provide details about your enterprise, groups, and departments.

User Inventory Report

A User Inventory report summarizes the settings for each assigned user, including:

- User public telephone number (if applicable).
- Private number (if applicable).
- User first and last name.
- Group name and ID.
- Group private phone number.
- Trunk call routing assignment name.
- User dial restrictions: Group or Custom.
- User Premier access: Eligible or Ineligible.
- Max DID Policing value.
- Inbound call features. The report shows only features that are enabled or disabled (made available) for each user.
- Outbound dial plan settings: Group Default or Custom.

Group Inventory Report

A Group Inventory report provides details about a group, including:

- Group name.
- Group ID.
- Group dial plan.
- Private branch exchange phone number (PBX TN).
- Number of users assigned to the group.
- Number of group trunk groups assigned to the group.
- Default trunk call routing name associated with the group.

Group Trunk Group Inventory Report

A Group Trunk Group Inventory report provides details about one or more group trunk groups, including:

- Group trunk group name.
- Associated group name and ID.
- Maximum number of concurrent calls for the group trunk group (**Group, Inbound, and Outbound**).



- Bursting status.
- Burst rate (**Total**, **Inbound**, and **Outbound**).
- Trunk Group Forward Always setting and target.
- Trunk Group Unreachable Destination setting and target.
- Trunk Group Destination Unreachable timer.
- Number of assigned trunk call routings.

Trunk Call Routing Summary Report

A Trunk Call Routing Summary report provides details about one or more trunk call routing schemes, including:

- Trunk Call Routing name.
- Routing algorithm.
- Max Number of reroutes.
- Route exhaust action.
- Assigned group trunk groups in sequence.

Trunk Call Routing Assigned Users Report

A Trunk Call Routing Assigned Users report provides details about the users assigned to one or more trunk call routing schemes.

The Trunk Call Routing Assigned Users Report includes:

- Trunk Call Routing Name.
- User name.
- Group ID.
- Department name.
- Public number.
- Private number.

Feature Configuration Report

A Feature Configuration report provides details about feature usage, including:

- Group name, Group ID, and Department name.
- Inbound and outbound features status (enabled or not enabled).
- Group Intercept Announcement status (enabled or not enabled).

Service Usage Reports

Service Usage Reports provide information about your enterprise, groups, and departments.



Account Code Summary Report

An Account Code Summary report provides a list of account codes, plus it gives the total number of hours, minutes, and seconds for calls that used each account code during the specified report period and for other input filters you set.

The Account Code Summary Report includes:

- Account codes used.
- Location ID of users dialing the account codes.
- Corresponding duration of usage during the report interval.

Authorization Code Summary Report

An Authorization Code Summary report provides a list of authorization codes, plus it gives the total number of hours, minutes, and seconds for calls that used each authorization code during the specified report period and for other input filters you set.

The Authorization Code Summary report includes:

- Authorization codes used.
- Location ID of users dialing the authorization codes.
- Corresponding duration of usage during the report interval.

Call Transfer/Forward Report

A Call Transfer/Forward report summarizes calls transferred and forwarded during the specified report period and for other input filters you set, including:

- Calls transferred/forwarded within all groups or specific groups, or for all or specific departments.
- Calls transferred/forwarded to the redirecting party.
- The transfer/forward destination.

Inbound Call Detail Report

An Inbound Call Detail report summarizes inbound calls received during the specified report period and for other input filters you set, including:

- Inbound calls received by users, a group, or a group trunk group.
- Inbound calls to users' phone numbers.

Outbound Call Detail Report

- An Outbound Call Detail report summarizes outbound calls made during the specified report period and for other input filters you set, including:
- Outbound calls originating from all groups, specific groups, or all or specific departments.



- Outbound calls originating from phone numbers.
- Outbound call destination.



Create a Report

As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can create reports on various aspects of your enterprise.

Below are general instructions for how to create a new report. For instructions on creating a particular type of report, see [To create a new report by report type](#), below.

To create a report (general instructions)

1. From any page in the Customer Portal, click **REPORTS** in the main menu bar. The Enterprise Reports page appears.
2. Click New Reports.
3. Click the name of the type of report you want to create.
4. Select the information you want to include in the type of report you've chosen.
5. Click Generate Report.
6. You can view or save the report.
 - To save the report as a comma-separated values (CSV) file, click **Download Report (CSV)**. In the dialog box that appears, click Save and save the file to a folder on your computer.
 - To view the report, click Enterprise Reports.
 - If your enterprise has fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise has more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

To create a new report by report type

To go to the Create topic for a report type, click a report name.

- User Inventory Report
- Group Inventory Report
- Group Trunk Group Inventory Report
- Trunk Call Routing Summary Report
- Trunk Call Routing Assigned Users Report
- Feature Configuration Report
- Account Code Summary Report
- Authorization Code Summary Report
- Call Transfer/Forward Report
- Inbound Call Detail Report



- Outbound Call Detail Report



Create a User Inventory Report

A User Inventory Report summarizes the settings for each assigned user.

To create a User Inventory report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click New Reports.
3. Click **User Inventory Report**. The User Inventory Report page appears.
4. At the right of Enterprise, select All groups, Specific group(s), or Specific department(s).
 - If you selected **Specific group(s)**, click **Find** to select groups. The Find Group window opens.
 - To select the groups you want to generate a User Inventory report for, check the boxes to the left of the group names.
 - Use the Search tool to find specific groups.
 - To select all groups, check the box at the top of the **Find Group** list ☐ ▼. For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
 - If you selected **Specific department(s)**, click **Find** to select departments. The Find Department window opens.
 - To select the departments you want to generate a User Inventory report for, check the boxes to the left of the department names.
 - Use the Search tool to find specific departments.
 - To select all departments, check the box at the top of the **Find Department** list ☐ ▼. For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
5. When you're finished selecting groups or departments, click **Done**.
6. At the right of Phone Number, select All numbers, Single public number/range, or Single extension/range.
 - If you selected **Single public number/range**, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field at the right is optional.
 - If you selected **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left field. The field at the right is optional.



7. Click **Generate Report**. After the report is created, you can access it in the Enterprise Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.





Create a Group Inventory Report

A Group Inventory report provides details about a group, including:

- Group name.
- Group ID.
- Group dial plan.
- Private branch exchange phone number (PBX TN).
- Number of users assigned to the group.
- Number of group trunk groups assigned to the group.
- Default trunk call routing name associated with the group.

To create a Group Inventory Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Report page appears.
2. Click New Reports.
3. Click **Group Inventory Report**. The Group Inventory Report page appears.
4. To the right of Group, select All groups or Specific group(s).
 - If you selected **Specific group(s)**, click **Find** to select groups. The Find Group window opens.
 - To select the groups you want to generate a Group Inventory report for, check the boxes to the right of the group names.
 - To find specific groups, use the Search tool
 - To select all groups, check the box at the top of the **Find Group** list  .
5. When you're finished selecting groups, click **Done**.
6. Click **Generate Report**. After the report is created, you can access it in the Enterprise Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.





Create a Group Trunk Group Inventory Report



A Group Trunk Group Inventory report provides details about one or more group trunk groups, including:

- Group trunk group name.
- Associated group name and ID.
- Maximum number of concurrent calls for the group trunk group (Group, Inbound, and Outbound).
- Bursting status.
- Burst rate (Total, Inbound, and Outbound).
- Trunk Group Forward Always setting and target.
- Trunk Group Unreachable Destination setting and target.
- Trunk Group Destination Unreachable timer.
- Number of assigned trunk call routing schemes.

To create a Group Trunk Group Inventory Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **New Reports**.
3. Click **Group Trunk Group Inventory Report**. The Group Trunk Group Inventory Report page appears.
4. To the right of **Group**, select **All groups** or **Specific group(s)**.
 - If you selected **Specific group(s)**, click **Find** to select groups. The Find Group window opens.
 - To select the groups you want to generate a Group Trunk Group Inventory report for, check the boxes to the right of the group names.
 - To find specific groups, use the Search tool.
 - To select all groups, check the box at the top of the **Find Group** list  . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
5. When you're finished selecting groups, click **Done**.
6. At the right of **Group Trunk Group**, select **All group trunk group(s)** or **Specific group trunk group(s)**.
 - If you selected **Specific group trunk group(s)**, click **Find** to select group trunk groups. The Find Group Trunk Group window opens.
 - To the right of the group trunk group names, check the boxes for the group trunk groups you want to generate a Group Trunk Group Inventory report for.
 - Use the Search tool to find specific group trunk groups.



- To select all group trunk groups, check the box at the top of the **Find Group Trunk Group** list   . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
7. When you're finished selecting group trunk group(s), click **Done**.
 8. Click **Generate Report**. After the report is created, you can access it in the Enterprise Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Create a Trunk Call Routing Summary Report

A Trunk Call Routing (TCR) Summary report provides details about one or more trunk call routing schemes, including:

- Trunk Call Routing name.
- Routing algorithm.
- Maximum number of reroutes.
- Route exhaust action.
- Assigned group trunk groups in sequence.

You can download the report as a comma-separated values (CSV) file.

To create a TCR Summary Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **New Reports**. The New Reports view of the Reports page appears.
3. Click **Trunk Call Routing Summary Report**. The Trunk Call Routing Summary Report page appears.
4. To the right of **Trunk Call Routing**, select one of the following filters:
 - All trunk call routing(s).
 - **Specific trunk call routing(s)**. To select a specific trunk call routing scheme, click **Find**.
5. Click **Generate Report**. After the report is created, you can access it on the Enterprise Reports view of the Reports page. The report is created as a CSV file, which you can open or save to your computer.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

To save the report as a CSV file, click **Download Report (CSV)**. In the dialog box that appears, click **Save**, and then save the file to a folder on your computer.



Trunk Call Routing Assigned Users Report

A Trunk Call Routing (TCR) Assigned Users Report provides information about the trunk call routing schemes in your enterprise and each scheme's corresponding users. You can run a report that shows all the TCR schemes in your enterprise, or select specific TCR schemes to include in the report. The report provides the following information for each TCR scheme:

- TCR name
- The assigned users for each TCR scheme
- For each user:
 - Last name
 - First name
 - Group ID
 - Department name, if they are assigned to one
 - Public number, if they are assigned one
 - Private number

The results can be downloaded as a comma-separated values (CSV) file.

To create a TCR Assigned Users Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click New Reports.
3. Click **Trunk Call Routing Assigned Users Report**. The Trunk Call Routing Assigned Users Report page appears.
4. To the right of **Trunk Call Routing**, select one of the following filters:
 - All trunk call routing(s).
 - **Specific trunk call routing(s)**. To select a specific trunk call routing scheme, click **Find**.
5. Click **Generate Report**. After the report is created, you can access it in the Enterprise Reports view of the Reports page. The report is created as a CSV file. You can open the file or save it to your computer.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.
 - Optionally, save the report as a CSV file. Click **Download Report (CSV)**. In the dialog box that appears, click **Save** and save the file to a folder on your computer.



Feature Configuration Report

A Feature Configuration Report indicates the status of each inbound and outbound call feature for phone numbers or extensions in groups or departments. The status can be **Y** (enabled) or **N** (disabled). The user's dial plan restrictions are specified. You select the numbers to include: all numbers, a single public number, a range of public numbers, a single extension, or a range of extensions. You can download and save the results as a comma-separated values (CSV) file.

To create a Feature Configuration report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **New Reports**. The New Reports view of the Reports page appears.
3. Click **Feature Configuration Report**. The Feature Configuration Report page appears.
4. To the right of **Enterprise**, select one of the following filters:
 - All groups.
 - **Specific group(s)**. Click **Find**, and in the window that opens, search for a group or groups. In the results, check the groups you want to include, and then click **Done**.
 - **Specific departments(s)**. Click **Find**, and in the window that opens, search for a department or departments. In the results, check the departments you want to include, and then click **Done**.
5. To the right of **Phone Number**, select one of the following filters:
 - All numbers.
 - **Single public number/range**. You can enter a single number in the left number field, or enter a range of numbers using the left and right number fields.

Note: You must enter a value in the left number field. The number field on the right is optional.
 - **Single extension/range**. You can enter a single extension in the left number field, or enter a range of extensions using the left and right number fields.




Note: You must enter a value in the left number field. The number field on the right is optional.
6. Click **Generate Report**. The report is created as a CSV file. You can open the file or save it to your computer.
 - After the report is created, you can access it in the Enterprise Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.
 - To save the report as a CSV file, click **Download Report (CSV)**. In the dialog box that appears, click **Save**, and then save the file to a folder on your computer.





Create an Account Code Summary Report

An Account Code Summary Report provides a list of account codes, plus it gives the total number of hours, minutes, and seconds for calls that used each account code during the specified report period and for other input filters you set.

To create an Account Code Summary Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **New Reports**.
3. Click **Account Code Summary Report**. The Account Code Summary Report page appears.
4. To the right of **Summary Period**, select a date or date range and a time zone.
 - You can enter a single date in the left date field, or enter a date range in the two date fields. The date range can't exceed 35 days.
Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .
 - Note:** You must enter a date in the left field. The date field to the right is optional.
 - From the drop-down list below the date fields, select a time zone.
5. To the right of **Account Codes**, select **All account codes** or enter a single account code in the field provided.
6. To the right of **Calls made using Account Codes by**, select **All groups**, **Specific group(s)**, or **Specific departments**.
 - If you selected **Specific group(s)**, click **Find** to select groups. The Find Group window opens.
 - To select the groups you want to generate an Account Code Summary Report for, check the boxes to the left of the group names.
 - To find specific groups, use the Search tool.
 - To select all groups, check the box at the top of the **Find Group** list  . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
 - If you selected **Specific department(s)**, click **Find** to select departments. The **Find Department** window opens.

To select the departments you want to generate an Account Code Summary Report for, check the boxes to the left of the department names.

To find specific departments, use the Search tool.
 - To select all departments, check the box at the top of the **Find Department** list  . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
 - When you're finished selecting groups or departments, click **Done**.




7. If you want summarized data, select the checkbox to the left of **Include summarized Account Code usage across groups**.
8. Click **Generate Report**. After the report is created, you can access it in the Enterprise Reports view of the Reports page.
 - If your enterprise contains less than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

Create an Authorization Code Summary Report

An Authorization Code Summary Report provides a list of authorization codes, plus gives the total number of hours, minutes, and seconds for calls that used each authorization code during the specified report period and for other input filters you set.

To create an Authorization Code Summary Report



1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **New Reports**. The New Reports view of the Reports page appears.
3. Click **Authorization Code Summary Report**. The Authorization Code Summary Report page appears.
4. To the right of **Summary Period**, select a date or date range and a time zone.
 - You can enter a single date in the left date field, or enter a date range in the two date fields. The date range can't exceed 35 days.

Enter the dates in MM/DD/YYYY format or select dates using the Calendar icons .

Note: You must enter a date in the left date field. The date field to the right is optional.

 - From the drop-down list to the right of the date fields, select a time zone.
5. To the right of **Authorization Codes**, select **All Authorization Codes**, or select **Single Authorization Code** and enter a single authorization code in the field provided.
6. To the right of Calls made using authorization codes by, select All users within the enterprise, or Users in specific group(s).
 - If you selected **Users in specific group(s)**, click **Find** to select groups. The Find Group window opens.
 - To select the groups you want to generate an Authorization Code Summary report for, check the boxes to the right of the group names
 - To find specific groups, use the Search tool.



- To select all groups, check the box at the top of the **Find Group** list  . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
 - When you're finished selecting groups, click **Done**.
7. If you want summarized data, select the checkbox to the left of **Include a summarized Authorization Code usage across groups**.
 8. Click **Generate Report**.
 - After the report is created, it you can access it in the Enterprise Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.
 - To save the report as a CSV file, click **Download Report (CSV)**. In the dialog box that appears, click **Save**, and then save the file to a folder on your computer.



Create a Call Transfer/Forward Report

A Call Transfer/Forward Report summarizes calls transferred and forwarded during the specified report period and for other input filters you set.

To create a Call Transfer/Forward Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **Call Transfer/Forward Report**. The Call Transfer/Forward Report page appears.
3. To the right of **Calls Transferred/Forwarded**, select a date or date range and a time zone.
 - You can enter a single date in the left date field, or enter a date range in the two date fields. The date range can't exceed 35 days.
 Enter the dates in MM/DD/YYYY format, or select dates by using the Calendar icons .

Note: The left date field must be filled in. The date field to the right is optional.
 - From the dropdown list below the date fields, select a time zone.
4. To the right of **Group**, select **All groups**, **Specific group(s)**, or **Specific Department(s)**.
 - If you selected **Specific group(s)** or **Specific Department(s)**, click **Find** to select groups or departments. The Find Group or Find Department window opens.
 - To select the groups or departments you want to generate a Calls Transferred/Forwarded report for, check the boxes to the right of group names or department names.
 - To find specific groups or departments, use the Search tool.
 - To select all groups or all departments, check the box at the top of the **Find Group** or **Find Department** list . For other actions, click the downward arrow and select **Select Current Page**, **Select All Pages**, or **Clear Selection(s)**.
 - When you're finished selecting groups or departments, click **Done**.
5. To the right of **Redirecting Party**, select **All numbers**, **Single public number/range**, or **Single extension/range**.
 - If you selected **Single public number/range**, enter a specific number in the field to the left or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field to the right is optional.
 - If you entered **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left field. The field at the right is optional.
6. To the right of **Transfer/Forward Destination**, select **All destinations**.



7. Click **Generate Report**. After the report is created, you can access it in the Enterprise Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.




Create an Inbound Call Details Report

An Inbound Call Detail Report summarizes inbound calls during the specified report period and for other input filters you set.

To create an Inbound Call Details Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **New Reports**.
3. Click **Inbound Call Details Report**. The Inbound Call Details Report page appears.
4. To the right of **Calls Received**, select a date or date range, and a time zone.
 - Enter a single date in the left date field, or enter a date range in the two date fields. The date range can't exceed 35 days.

Enter the dates in MM/DD/YYYY format, or select data using the Calendar icons .

Note: You must enter a date in the left date field. The date field on the right is optional.
 - From the drop-down list to the right of the date fields, select a time zone.
5. At the right of **Calls received for**, select **Users** or **Group**.
 - If you selected **Group**, the **Group** options appear. You can select **All groups**, or click **Find** and search for specific groups or departments.
 - If you selected **Users**, the **Users Phone Number** options appear.
6. At the right of **Users phone number**, select **All numbers**, **Single public number/range**, or **Single extension/range**.
 - If you selected **Single public number/range**, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.
 - If you selected **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left fields. The fields to the right are optional.
7. Optionally, select **Include Call Transfer/Forward information in the report**.
8. Click **Generate Report**. After the report is created, you can access it in the Enterprise Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.




Create an Outbound Call Details Report

An Outbound Call Details Report summarizes outbound calls made during the specified report period and for other input filters you set.

To create an Outbound Call Details Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Enterprise Reports view of the Reports page appears.
2. Click **New Reports**.
3. Click **Outbound Call Details Report**. The Outbound Call Details Report page appears.
4. At the right of **Calls Made**, select a date or date range, and a time zone.

- You can enter a single date in the left date field, or enter a date range in the two date fields. The date range can't exceed 35 days.

Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .

Note: You must enter a value in the left date field. The date field to the right is optional.

- From the drop-down list below the date fields, select a time zone.
5. To the right of **Group**, select **all groups**, **Specific group(s)**, or **Specific department(s)**.
 - If you selected **Specific group(s)**, click **Find** to select groups. The Find Group window opens.

To select the groups you want to generate an Outbound Call Detail report for, check the boxes to the left of the group names.



- To find specific groups, use the Search tool.

To select all groups, check the box at the top of the **Find Group** list  . For other actions, click the downward arrow and select **Current Page**, **Select All Pages**, or **Clear Selection(s)**.

If you selected **Specific department(s)**, click **Find** to select departments. The Find Department window opens.

To select the departments you want to generate an Outbound Call Detail report for, check the boxes to the right of the department names.

To find specific departments, use the Search tool

To select all departments, check the box at the top of the **Find Department** list  . For other actions, click the downward arrow and select **Current Page**, **Select All Pages**, or **Clear Selection(s)**.

6. When you're finished selecting groups or departments, click **Done**.
7. At the right of **Phone number**, select **All numbers**, **Single public number/range**, or **Single extension/range**.



- If you selected **Single public number/range**, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.

- If you selected **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left fields. The fields on the right are optional.

8. At the right of **Call Destination**, select the call destination data you want included in your report:

- All calls
- Within enterprise (includes initiator's group)
- Domestic calls (not within enterprise)

If you select **Domestic Calls**, you have the option of selecting **Specify number range**. If you select **Specify number range**, enter 10-digit domestic numbers in both the **From** and **To** fields.

- International calls

If you select **International Calls**, you have the option of selecting **Specify number range**. If you select **Specify number range**, enter full length numbers for the particular country, including 011 and the Country Code, in both the **From** and **To** fields.

- Operator/operator assisted calls
- Information calls
- N11 (not including 911)

9. Click **Generate Report**. After the report is created, you can access it on the Enterprise Reports view of the Reports page.

- If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
- If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Download or Delete a Report

[Download a Report](#)

[Delete a Report](#)


As an Enterprise Administrator for the AT&T IP Flexible Reach Customer Portal, you can download and delete reports you've generated.

Download a Report

If your enterprise has less than 200 groups or 1,000 phone numbers, a report remains available for 2 days.

If your enterprise has more than 200 groups or 1,000 phone numbers, a report remains available for 35 days.


To download a report

1. From any page in the Customer Portal, click **REPORTS**. The Enterprise Reports view of the Reports page appears.
 - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled. To view completed reports, check the **Enterprise Reports** tab later.
 - **Completed Reports** shows a list of your completed reports that you can view and download.
2. Under **Actions**, click the Download icon . A File Download window opens.
3. Click **Save**. The report is saved to your default directory, or you can specify a different location.

Delete a Report

You can delete a completed report.

To delete a report

1. From any page in the Customer Portal, click **REPORTS**. The Enterprise Reports view of the Reports page appears.
2. Under **Completed Reports**, find the report you want to delete.
3. Under **Actions**, click the Delete icon  next to the report you want to delete.
4. A Confirm Delete window opens. Click **Yes, Delete**. The page refreshes, and a message confirms that your report is deleted.

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